



LIBRARY SERVICES

LIBRARY SERVICES, the service unit in the Library of Congress that is responsible for all functions of a national library, achieved the following eight program performance goals during fiscal year 2002:

1. Mainstreamed digital activities into its core workload, thereby advancing the Library's mission to acquire, describe, preserve, and serve a universal collection through the use of new and emerging digital technology with the support of collaborative and private sector partnerships;
2. Continued conversion projects of monograph and serials holdings using the integrated library system and initiated the Baseline Inventory Project, which is a monumental eight-year program to conduct a physical inventory and shelflist conversion of the general collections, Law Library collection, and area studies collections;
3. Collected, preserved, and provided access to the nation's heritage of folklife, including the Veterans History Project;
4. Progressed in reducing the Library's arrearage in accordance with the revised total arrearage goals approved by Congress;
5. Secured the Library of Congress collections using the four internal controls: bibliographic, inventory, physical, and preservation;
6. Prepared to move collections to storage facilities at Culpeper, Virginia, and Fort Meade, Maryland;
7. Expanded its mass deacidification program to include nonbook materials and increased cost-effective preventive preservation of materials in traditional formats; and
8. Sustained its regular workload in continuing operations, despite declining staffing levels and budgetary constraints.

This day-to-day workload included an immediate and comprehensive response to the September 11, 2001 (9/11), terrorist attacks. This workload was managed by Associate Librarian for Library Services Winston Tabb, who retired on September 1, 2002, after thirty years of exceptional service to the nation's library.

AFTERMATH OF TERRORIST ATTACKS

In the aftermath of the 9/11 terrorist attacks, Library Services staff members worked tirelessly throughout 2002 to safeguard the Library's priceless collections; to support Congress and the nation in responding to the attacks; and to document and record for posterity the attacks, their causes and impact, and reactions to those tragic events. Library Services, with all other units of the Library of Congress, responded in the early weeks of fiscal 2002 by preparing evacuation plans and means for communicating with staff members in the event of an evacuation or other emergency. Mandatory training about computer security awareness was begun, and staff members learned new safety procedures for opening mail.

The Library of Congress, the Internet Archive, and WebArchivist.org collaborated to create the September 11 Web Archive, a digital archive of Web sites relating to the events and immediate aftermath of the terrorist attacks. The archive received the Site of the Year award from Yahoo! Inc.

The American Folklife Center's September 11, 2001, Documentary Project called on folklorists and other cultural specialists across the nation to document on audiotape the reactions of average citizens to that tragic day. In addition to interviews, the collection includes photographs of the memorial tributes that sprang up near the Pentagon and at the site of the World Trade Center. Those recordings and supporting documentary materials have become part of the center's Archive of Folk Culture.

On the afternoon of 9/11, the Serial and Government Publications Division began collecting U.S. and foreign newspapers that recorded the immediate horror of the day. By the first anniversary commemorating 9/11, the division had collected thousands of newspapers for the Historic Events Newspaper Collection, and it continued to solicit additional missing issues through copyright deposit, acquisition, and gift, including a plea for particular issues on a Library of Congress cybercast presentation about the 9/11 attacks.

After the terrorist attacks, two discoveries highlighted the critical importance of the Library's unparalleled international collections. The first was a 1991 memoir by Osama bin Laden recounting his experiences fighting the Russians in Afghanistan. This prophetic

publication, titled (in translation) *Battles of the Lion Den of the Arab Partisans in Afghanistan*, was found by an alert specialist in the African and Middle East Division who promptly translated it and made it available for use by Congress and various government agencies. The second was the media's discovery on the Library's Web site of a 1999 study by the Federal Research Division. The report titled *The Sociology and Psychology of Terrorism: Who Becomes a Terrorist and Why?* predicted, two years in advance of 9/11, that a member of al Qaeda might indeed crash an aircraft into the Pentagon, the Central Intelligence Agency headquarters, or the White House.

As part of Area Studies Collections Directorate's continuing project in Islamic Studies, the African and Middle Eastern Division (AMED) and the Office of Scholarly Programs (OSP) cosponsored several programs that examined various aspects of Islam. OSP and AMED organized a public program on October 12 on "Use and Misuse of Religious Concepts: War and Jihad in Islam" with Dr. Mohammed Arkoun, Sorbonne University professor emeritus, and area specialist Mary-Jane Deeb. In an October 28 article in the *Washington Post* Outlook section titled "A Closer Look at the Words of an Image Maker," Ms. Deeb matched statements from Osama bin Laden to the Koran and explained to Western readers the Koran's cultural significance and appeal to an Islamic audience. Under the direction of the Office of the Librarian, OSP and AMED also organized a debate on May 7 in the Coolidge Auditorium on "What Went Wrong ... and Why?" based on the title of the best-selling work by Bernard Lewis, Princeton University professor emeritus, who discussed his ideas with Dr. Arkoun.

The exhibition *Witness and Response: September 11 Acquisitions at the Library of Congress* opened in the Great Hall of the Thomas Jefferson Building on September 7, 2002. The exhibition featured the collections that the Library had amassed about the tragic events of 9/11.

The discovery of anthrax in the Hart Senate Office Building required the Library to close October 18–24, 2001, for anthrax testing. The cataloging divisions thus lost one full week of production. Furthermore, the Library suspended acceptance of deliveries from the U.S. Postal Service from October 18 until the beginning of March, while an off-site postal testing and irradiation facility was built. The five-month hiatus in mail deliveries was felt most sharply in the divisions that receive materials directly, but it affected all units, which then instituted greater security precautions and were vigilant in searching for evidence of damage to irradiated materials. Staff members recorded damage to materials in the integrated library system (LC ILS). In outreach efforts, the acquisitions units worked to keep vendors and publishers informed of the mail situation. At the annual U.S. Newspaper Program meeting in May, Preservation Directorate staff members provided an overview

on the effects of irradiation on library materials, especially microforms, as a result of the anthrax attacks on congressional mail.

DIGITAL HIGHLIGHTS

During the year, the Public Service Collections Directorate launched QuestionPoint, a new online reference service, in collaboration with the Online Computer Library Center (OCLC) of Dublin, Ohio. The QuestionPoint service provides library users with access to a growing collaborative network of reference librarians in the United States and around the world, any time of day or night, through the user's local library's Web site. The responding library's staff member answers the question online or forwards the question to another participating library. This service, which is available to libraries by subscription, is free for library patrons.

The Ask a Librarian service, by which a question can be submitted and answered within five business days using an interactive form on the Library's Web site, was initiated in April. In the first six months of the program (through September 2002), the service received 20,000 queries directed to the twenty teams listed on the Ask a Librarian Web page. The service was supported by the QuestionPoint software and includes a "live chat" feature that enables researchers to consult a reference librarian in real time through e-mail.

In fiscal 2002, the Library acquired approximately 30,000 Web sites through its MINERVA (Mapping the Internet Electronic Resource Virtual Archive) Web preservation project. As part of the project, event-based collections were developed, which included



Senator Richard G. Lugar (R-Ind.) presented the Library's Veterans History Project with materials that document the experience of Indiana's veterans.

Web sites related to 9/11, the 2002 Olympics, and the 2002 midterm elections. Two full-time staff members were hired to support the MINERVA project. A multidisciplinary team representing cataloging, legal, public, and technology services continues to study methods to evaluate, select, collect, catalog, provide access to, and preserve those materials for future generations of researchers.

Digitizing of endangered sound recordings continued as part of the “Save Our Sounds” audio preservation project. Funded by a grant from the White House Millennium Council’s preservation program titled “Save America’s Treasures,” the “Save Our Sounds” project aims to digitize up to 140,000 historic, noncommercial sound recordings housed in the Library’s American Folklife Center and at the Smithsonian Institution’s Center for Folklife.

BASELINE INVENTORY PROJECT

The Baseline Inventory Project to survey collections in advance of the move to off-site storage started with preparation and award of a Request for Proposal. The contractor started work on September 16, 2001. The Collections Access, Loan, and Management Division transported approximately 115,000 general collections items, which were scheduled for the Fort Meade facility, to and from the processing area. Using Library staff members and temporary appointees, the project was able to inventory 109,129 volumes. Of those items, 4.65 percent, or 5,074 volumes, required problem resolution or recataloging. Planning continued to expand the inventory to all collections over the next eight years.

VETERANS HISTORY PROJECT

The American Folklife Center continued to document the experience of the nation’s living war veterans. Every state is represented among the 450 official partner organizations recruited by the Veterans History Project (up from 115 in 2001). The American Folklife Center worked with the American Folklore Society and the Oral History Association in training volunteers to conduct interviews with veterans. To date, the Veterans History Project has conducted twenty-five workshops in fourteen states. The project distributed about 100,000 project kits for conducting oral history interviews and for contributing material to the project collection. A toll-free telephone number was established, and project staff members talked to veterans, partner organizations, and interested individuals throughout the year. An online course, “Remembrance: Recording Veterans’ Oral Histories,” was completed and would become available on Veterans Day

2002. Development of the course was supported by the AARP (formerly the American Association of Retired Persons).

The Five-Star Council of the Veterans History Project met for the first time on November 8, 2001. The council, an advisory body, comprises twenty-six notable military and legislative leaders, including Senator John Warner (R-Va.), Secretary of Transportation Norman Mineta, Secretary of Veterans Affairs Anthony Principi, Senator Ted Stevens (R-Alaska), Major General Jeanne Holm (USAF-Ret.), Lieutenant Colonel Lee Archer (USAF-Ret.), Stephen Ambrose (now deceased), Tom Brokaw, and others. On June 6, 2002 (the anniversary of D-Day in World War II), a program attended by about 500 people on the deck of the *USS Intrepid* in New York City harbor garnered many pledges to participate in the project. With the help of the AARP, the Veterans History Project produced a five-minute promotional video that was duplicated and sent to all partner organizations and members of Congress. Throughout the year, the project garnered much press attention.

ACQUISITIONS DIRECTORATE

During the year, the Acquisitions Directorate's receipts decreased by more than 15 percent because of temporary mail suspension, but overall damage to irradiated collections materials received through the U.S. Postal Service fortunately proved to be much less than originally feared. Despite the additional workloads caused by the security and mail situation, the Acquisitions Directorate obtained important new materials for the collections and made progress in protecting the in-process collections, streamlining exchange programs, decentralizing the processing of new receipts to achieve greater efficiencies, and introducing electronic acquisition methods.

Collection materials obtained by exchange with other institutions continued to decrease, as they had every year since 1994. The trend reflected the conversion of government publishing from traditional paper to electronic format as well as lack of staff resources to maintain exchange relationships and this year's mail embargo. To save processing time and to conserve workspace, the directorate began implementing the Exchange Business Process Improvement project (xBPI), beginning with a plan to centralize the production and distribution of exchange lists. A review of exchange agreements eliminated several thousand that were not active or cost-effective and identified approximately 1,500 small exchanges that might be more cost-effective if converted to gift or purchase. The remaining exchanges will be continued and enhanced in xBPI by offering those exchange sources a wider range of choices from which to make their selections.

The Digital Acquisitions Project (DAP), managed by the European and Latin American Acquisitions Division (ELAD) for the entire Acquisitions Directorate, pursued the double goals of first establishing electronic resources as a standard component of the research materials acquired for the Library's collections, and then using electronic commerce technology in support of standard business practices. This fiscal year DAP arranged for TDNet to become the Library's electronic journals management system. By the end of the year, 15,000 of the Library's electronic journals were accessible in the TDNet system. The DAP group developed model e-journal licensing agreements. At year's end, agreements to acquire a significant collection of Russian electronic journals and newspapers, as well as the electronic publication collection of the Organization for Economic Cooperation and Development, were nearly complete. In fiscal 2002 DAP also brought electronic data interchange (EDI) into production to complete payment of subscription invoices from the Library's German dealer.

The Islamabad field office acquired twenty rare publications from Afghanistan plus numerous tapes and publications from Islamic movements in Pakistan.

The directorate continued its project to move the serials check-in function to the acquisitions sections to increase the security of the materials. By entering serials into the Library of Congress database as soon after receipt as possible, the directorate will shorten the time from receipt to shelving in the custodial division, thereby safeguarding such collection items. This year the Anglo-American Acquisitions Division (ANAD) began to check in all serial government documents and new bound and unbound annuals, thus reducing the processing time for reference copies by at least a month. By year's end, ELAD was checking in all serials from Bolivia, Chile, the Dominican Republic, Mexico, northern Europe, Paraguay, and Puerto Rico. Staff shortages continued to impede full decentralization of serials check-in by all acquisitions units, but the directorate designed a pilot project to claim missing serial issues automatically through the ILS.

African/Asian Acquisitions and Overseas Operations Division (AfA/OvOp)

The Library's six field offices in Rio de Janeiro, Brazil; Cairo, Egypt; New Delhi, India; Jakarta, Indonesia; Nairobi, Kenya; and Islamabad, Pakistan, were all affected by the 9/11 terrorist attacks and the mail situation. The Cairo office moved to a new site in the U.S. embassy compound for security reasons. The Islamabad field director was evacuated to Washington, D.C., for much of the year, and the New Delhi field director and assistant director were evacuated for two months. Except for shipments from New Delhi, the deliveries of publications from all field offices were delayed, usually by six months or more, and

many arrived in damaged condition. Nevertheless, the field offices acquired 291,289 pieces for the Library's collections, including 48,947 monographs, plus 523,392 pieces for other U.S. libraries in the Cooperative Acquisitions Program (CAP). Acquisitions by the Jakarta and Nairobi offices rose significantly; the latter increased its acquisitions of monographs by 28 percent over the previous fiscal year. The Islamabad field office acquired twenty rare publications from Afghanistan plus numerous tapes and publications from Islamic movements in Pakistan. All field offices collected special materials relating to 9/11; many of those were exhibited in the Library's *Witness and Response* exhibition.

The New Delhi office celebrated its fortieth anniversary. It inaugurated a Web site for the South Asia Literary Recordings Project that featured recordings of authors reading from their works. The office also established Web sites for serials check-in and CAP participants. It kept current with microfilming major newspapers from India and from other field offices. It also reformatted a large number of serials from Afghanistan to microfiche, and it microfilmed many years' runs of the official gazette of Afghanistan.

The three AfA/OvOp sections in the Library's Washington, D.C., location—African and Middle Eastern Acquisitions; Chinese Acquisitions; and Japanese, Korean, South and Southeast Asian Acquisitions—acquired 70,650 pieces, a sharp decrease from the 107,533 pieces acquired in fiscal 2001. Many exchange shipments from the National Diet Library of Japan were being held in U.S. Customs in the Port of Baltimore at year's end, a factor in the reduced level of receipts. In the Chinese Acquisitions Section, the Luce Fund acquisitions network went into full operation and added two new vendors to work with the Luce Fund representatives. This section converted forty Chinese newspaper records to pinyin and successfully concluded a project to acquire Hong Kong ephemera. The African and Middle Eastern Acquisitions Section obtained a large number of nonprint items from Israel, including sheet music, digital video discs, and political ephemera. The section resumed acquisitions from Iran using a new dealer.

Anglo-American Acquisitions Division

The division continued to emphasize hard-to-acquire areas including Australian and New Zealand law; European legal materials published in the United Kingdom; and Irish, New Zealand, Scottish, and Welsh imprints. A new approval plan for purchase acquisitions of Australian and New Zealand law in conjunction with the Australian and New Zealand subsidiary of Carswell (Canada) supplemented law acquisitions from Bennett in Australia. The division implemented a serials consolidation project in which serial issues were sent through the subscription agent rather than directly from the publisher. After claiming as necessary, issues arrived with labels and ownership stamps in bulk biweekly shipments.

The Government Documents Section acquired 184,038 items during fiscal 2002. That total reflects both materials received under the provisions of *Title 44* of the *U.S. Code* for documents issued by the U.S. government and those publications received through depository arrangements with U.S. state governments. The section forwarded 52,662 print and special format items for retention in the Library's collections; 23,924 items were sent to the Library's international exchange partners. The U.S. Government Printing Office sent an additional 236,844 items to official exchange partners on behalf of the Library this fiscal year.

The U.S. Acquisitions Section purchased hundreds of 9/11-related materials including photographs, fine art prints, comic books, newspaper and magazine covers, and other collectibles. Particularly notable were the drafts and original of the "New Yorkistan" cover from the *New Yorker*, dated December 10, 2001.

The Acquisitions Section used Alibris and Amazon.com to acquire replacements for missing-in-inventory items, as well as for a number of out-of-print or otherwise hard-to-locate items needed for the general collections and other internal Library customers. A preliminary agreement was reached to establish the Library of Congress as an electronic repository for the World Bank's published reports. A formal agreement between the two institutions was in progress at year's end.

European and Latin American Acquisitions Division

Hundreds of long-sought titles by and concerning the Hungarian minorities in Romania, Slovakia, and the former Yugoslavia were received through a new dealer for Hungarian materials on approval. Significant retrospective Hungarian works on local history and genealogy were purchased at auction. The division began discussing a proposal by the National Library of Serbia to establish an "Exchange Center 91-01" in Belgrade, which would involve the comprehensive collection of all types and formats of material documenting the collapse of Yugoslavia between 1991 and 2001. The National Library of Serbia would send materials to the Library of Congress in exchange for U.S. government publications.

The division implemented a serial consolidation and had the dealer for Russian materials on approval deliver forty-six titles that were in the social sciences and humanities and were bound and labeled in annual cumulations. The Library had electronic access to each title throughout the period preceding delivery of the bound print copies. The new Romanian dealer began providing the Library with MARC 21 records for all titles sent.

When the Kamkin Bookstore in Rockville, Maryland, announced early in 2002 that it was going out of business and must destroy the largest inventory of Russian books

outside of Russia, the Librarian of Congress intervened and arranged for the Library of Congress's Russian specialists, led by European Division and ELAD staff members, to select 40,000 Russian and Ukrainian books, photographs, and maps. About 4,000 of them would be added to the Library's collections, with the others to be distributed to other interested U.S. libraries.

Serial Record Division

Despite the disruption caused by mail embargo, total production of the Serial Record Division (SRD) increased over the previous year. The division received 1,160,136 incoming serial issues and cleared 1,056,844, while cataloging 11,701 new serial titles and assigning 4,837 International Standard Serial Numbers (ISSN) to new serials.

Decentralization of serials check-in for materials received directly in the American Folklife Center was accomplished this year in addition to check-in by ANAD and ELAD. This change improved throughput and collections security and provided timelier check-in data.

Division managers participated in the Library Services/Copyright Office Serials Joint Issues Group, which was charged with developing the most effective and efficient method of serials control with the least amount of redundancy. A final report was submitted to service unit heads at the end of June.

The conversion of the serial Visible File to online form continued. Conversion began for the inactive U.S. newspaper holdings files. Cataloging was completed for the entire newspaper microfilm collection of the Hebraic Section of the AMED, and work began on cataloging the Arabic newspapers in the Middle East Section.

In January 2002, the Bowker Company began to fund the salary of a U.S. Newspaper Program (USNP) cataloger who worked at the Library to make ISSN assignments and to create U.S. ISSN records, as well as records for the Ulrich's periodicals database owned by Bowker.

The National Serials Data Program began a new workflow in July that eliminated duplicate processing of Library of Congress titles for ISSN assignment and Library cataloging. During the fiscal year, 4,837 new ISSN were assigned, a slight decrease from earlier years, which reflected both the mail situation and the many hours spent in training for the new workflow. Approximately 700 of the ISSN assignments were for electronic serials.

During the year, the Cooperative Online Serials (CONSER) programs continued to flourish. The CONSER database grew 3 percent, with 30,160 new records bringing the size of the database to 978,126 records. Overall transactions declined 16 percent from fiscal 2001 levels, reflecting the completion of the conversion of romanized Chinese to the pinyin sys-

tem and of loading of publication patterns from Harvard. CONSER membership remained stable at forty-one members.

The two-year pilot phase of the CONSER Publication Pattern Initiative ended in 2002, and participants in the initiative began to develop strategies for continuing efforts to cooperatively distribute pattern data using the CONSER database and to promote full use of the MARC (machine-readable cataloging) 21 Format for Holdings Data by library systems. During the two-year pilot period, more than 45,000 patterns were added to records in the CONSER database.

The Serials Holdings Conversion Project completed online holdings data for all active serial titles received in SRD and retained by the Library of Congress. The Conversion Project staff consisted of contract employees from Library Systems and Services and technicians and catalogers from SRD. A Serials Control Team dealt with data cleanup and complex conversion problems, including title changes and call number problems. From October to February, staff members on a pilot project inventoried serials in preparation for the Baseline Inventory Project.

The Processing and Reference Section received 10 percent more pieces than in the previous year. To expedite the movement of approximately 450,000 issues on hand, the staff initiated in October a temporary strategy of forwarding periodicals (other than annuals) that had not been checked in. Contractors and SRD staff members reduced the number of issues on hand to 103,000 by the end of the year.

AREA STUDIES COLLECTIONS DIRECTORATE

The opening of the John W. Kluge Center on the north side of the Thomas Jefferson Building greatly enhanced the services the Library was able to provide for distinguished scholars. The new facilities now accommodate thirty fellows plus eleven chair holders and senior scholars. In addition, there are appropriate spaces for research assistants and the staff of the Office of Scholarly Programs.

The European Division was instrumental in securing for the Library a \$1 million donation from YUKOS Oil, \$500,000 of which was earmarked for a program of fellowships for Russian students and scholars. The division will develop and administer the program in cooperation with other Library offices. The Hispanic Division's standing in the academic and library community was further enhanced by positive reviews of volume 58 of the *Handbook of Latin American Studies*, published in July. The Library signed a three-year contract with the University of Texas Press, ensuring the continuation of the book's print version.

International Horizons

In cooperation with the Library's Office of Strategic Initiatives, the European Division continued to manage the joint United States–Russia Meeting of Frontiers project as part of the International Horizons Web site. The fifth and sixth expansions of the Meeting of Frontiers Web site were completed in January and September 2002. They featured additional items from the collections of the Library of Congress; the Russian State Library in Moscow; the National Library of Russia in St. Petersburg; and seven institutions in the west Siberian cities of Kemerovo, Novosibirsk, Omsk, and Tomsk. The site contained more than 111,000 digital items, including 6,800 digitized from the Library of Congress's collections. Scanning activities continued in western Siberia and the Russian Far East.

The Hispanic Division and the Librarian's Office began collaboration with the National Library of Brazil on a project to digitize historical documents about Brazil and its relationship with the United States. The project focuses on the nineteenth century. With the National Library of Spain, the division continued to select materials for inclusion in a cooperative Web site called *Spain, the United States, and the American Frontier: Parallel Histories* as part of the International Horizons Web site. Digitization of the Library's Sir Francis Drake collection was almost complete at year's end.

Also a part of International Horizons, the online Portals to the World project continued, with about 100 portals mounted. A wide range of Web sites link to the site, indicating its relevance to international organizations, government agencies, academic institutions, academic librarians, public libraries, schools, and others.

The European Division continued to represent the Library of Congress on the International Committee for the Computerization of the Comintern Archive and to manage the Library's participation in the Comintern digitization project. The Russian partner reported that it had completed scanning 1 million images that had been specified in the project plan.

Major Acquisitions

During the year, the Asian Division acquired a significant number of Chinese online products, which provided enhanced service to Congress, academic communities, and the general public. The Chinese online products included major serials databases in science and technology, business, social sciences, and humanities, plus a prototype digital collection of monographs. The division also greatly expanded its Japanese online resources, including subscriptions to biographical directories and full-text newspaper databases. Acquisitions trips to China during April and May in the third year of a grant

from the Henry Luce Foundation improved the Library's collection of current materials from China.

The African and Middle Eastern Division acquired the Thomas Kane library, regarded as the most important private collection of works on Ethiopia. In addition, the division acquired *Takvim-ut-Tevarih* (1733), one of the first books printed by Muslims (Turks) using movable type; rare early twentieth-century works on Afghanistan, including Kabul imprints; a subscription to *South African Studies*, a major online reference tool; and more than 1,000 Arabic music and folklore tapes from the Voice of America.

The Hispanic Division purchased the rest of the Luiz Corrêa de Azevedo folk music collection to join the primary collection acquired three years ago, making the Library of Congress the foremost repository in the country of twentieth-century Brazilian and Latin American folk music. In tacit recognition of the Library's role as a "safe haven" for endangered publications, the division received 508 volumes of current imprints from the Universidad Central de Venezuela, which feared that its publications might be confiscated by the government of Venezuela.

Management of Print and Digital Collections

Beginning in July, the Asian Division undertook a major effort to identify material to be sent to the new off-site storage facility at Fort Meade, Maryland. About 25 percent of the Asian collection was earmarked for early transfer, which would free needed space for the growing Asian collections. In addition, a special project was undertaken to locate, sort, and shelve 6,000 unshelved monographs in the Japanese collection.

Cuneiform inscriptions on 4,000-year-old clay tablets in the African and Middle East Division were copied by hand, transcribed, and prepared for scanning by a visiting French scholar. Guides to the microfilm of manuscript collections from monasteries in Mount Athos, Jerusalem, and Mount Sinai were scanned. The division initiated a project to scan the title pages of 400 Ladino volumes for use in a Web-based finding aid.

Reference, Publications, and Outreach

Area Studies divisions responded to a growing number of requests for information on international topics from Congress, researchers, and the general public. Readers in the African and Middle East Reading Room increased 26.9 percent over the previous fiscal year, which highlighted the increased public awareness of the Library as a source for inter-

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national information. Reference outputs rose almost 9.3 percent. In addition, the division had 421,453 visits to its Web home page.

To support a House of Representatives bill to give posthumous citizenship to Chinese killed in action during the American Civil War, the Asian Division provided information on Chinese who served in that conflict. The division also provided background, for congressional use, concerning China's policy toward Muslims in the Xinjiang Uyghur Autonomous Region and explored allegations of Chinese support to the Taliban in Afghanistan. In a related assignment, the division provided information concerning the Chinese government's claim that Uyghurs in Xinjiang were supported with al Qaeda funds. The division was asked to provide a translation of sections of a 1986 China–North Korea border agreement as part of a larger study of North Korean refugees.

Area Studies divisions assisted in welcoming a number of distinguished visitors to the Library. The European Division hosted First Lady of Russia Lyudmila Putin; Michal Jagiello, director of the Polish National Library; Mikhail Khodorkovsky, chairman, YUKOS Oil; Marcello Pera, president of the Senate of the Republic of Italy; and His All Holiness Ecumenical Patriarch Bartholomew. The Hispanic Division was visited by the wife of the prime minister of Spain, First Lady Ana Botella de Aznar, and by Miguel Angel Cortés, Spain's secretary of state for international cooperation of the Ministry of Foreign Relations.

Federal Research Division

The standing of the Federal Research Division (FRD) as an important government research agency was underscored by receipt of new research contracts related to antiterrorism and foreign intelligence following 9/11. Under its own revolving fund, provided by the Library of Congress Fiscal Operations Improvement Act of 2000, FRD this year received \$2,958,612 in revenues (63 percent more than had been projected) to support projects for fifty-three clients. Those clients included forty-six offices in seventeen federal agencies, two federal contractors, and five private-sector clients served by the National Technical Information Service.

In the wake of 9/11, the division—with the permission of its sponsors—mounted three frequently requested studies and reports on a new Web site called Terrorism Studies. By the end of the fiscal year, the site had received 102,798 visits.

In June 2002, the first new title since 1998 in the Area Handbook/Country Studies series was published; *Dominican Republic and Haiti: Country Studies* (U.S. Government Printing Office, 2001 imprint date) was funded by the U.S. Army, Southern Command. A second book on Cuba was in the final stages of production at the end of fiscal 2002. The online version of those Country Studies continued to be among the Library's most pop-



The new John W. Kluge Center opened in the Library's Thomas Jefferson Building in July 2002. (Photo by Lisa Whittle)

ular online offerings, averaging 1,451,704 visits per month in fiscal 2002, compared with 1,179,302 in fiscal 2001 and 891,000 in fiscal 2000.

During fiscal 2002, FRD indexed and microfilmed an additional 7,740 pages (1,653 new records) of declassified documents relating to unaccounted-for Vietnam Era American personnel and, through the Photoduplication Service, processed five new reels of microfilm for deposit in the Library's Microform Reading Room and the Collections Access, Loan, and Management Division. The Prisoner of War/Missing in Action (POW/MIA) database, which has been maintained by FRD since 1992, contained 137,992 records by year's end. The Library's POW/MIA Web site was accessed 171,801 times in fiscal 2002.

Office of Scholarly Programs and the John W. Kluge Center

In July, the renovation of the Jefferson Building North Curtain was completed, and the Kluge Center, with the staff of the Office of Scholarly Programs, moved permanently into the space.

The Kluge Endowment funds as many as twelve new postdoctoral fellows annually and is open to scholars around the world, without subject or language limitation. An agreement was established in 2001 between the National Endowment for the Humanities and the Library of Congress to coordinate the application and selection process for this new program.

During fiscal 2002, competitions were held for five residential fellowship programs under the auspices of the Kluge Center, and by year's end twenty-five researchers had been selected as Kluge Fellows, Kluge Library of Congress Staff Fellows, Library of Congress International Studies Fellows (Mellon and Luce Foundations), and Rockefeller Fellows in Islamic Studies. The last were established before September 2001 to explore various issues concerning globalization's effect on Muslim societies. Scholars who arrived under those Library of Congress-sponsored programs were joined by eight scholars under the International Research Exchange, Fulbright, and other programs. The Library established the Kluge Library of Congress Staff Fellowships program in 2001 to allow a staff member, selected through competition, to conduct a personal research project in the center.

The inaugural Henry Alfred Kissinger Lecture on foreign affairs was given by Dr. Kissinger himself, almost one month after the tragic events of 9/11. The lecture, which reflected upon the changes in U.S. policies as a result of the terrorist attacks, was cyberscast live on the Library's Web site and was made available as a publication. The Kissinger endowment also provides a grant for a ten-month research appointment at the Library. Aaron Friedberg of Princeton University served as the first Kissinger Scholar in Foreign Policy and International Relations in fiscal 2002. On September 2, 2002, Klaus W. Larres of Queen's University, Belfast, Northern Ireland, became the second scholar to occupy the Kissinger chair.

The first holder of the Ann and Cary Maguire Chair in American History and Ethics was Judge John T. Noonan, a distinguished scholar, professor of law, and Federal Appeals Court judge whose work probed the origins of ethical discourse in American politics.

The first appointee to the Harissios Papamarkou Chair in Education, Derrick de Kerckhove from the University of Toronto, was announced and would begin his term as a resident scholar for seven months beginning in January 2003.

The Poetry and Literature Center

The Library's 2001–2002 literary season began with the Librarian's appointment of Billy Collins as Poet Laureate Consultant in Poetry. The evening literary season included two formal programs by Collins as annual Library activities, as well as readings by fourteen paired poets; a reading by the 2002 Witter Bynner Fellows; and a reading by Washington, D.C., area schoolchildren.

At the beginning of his first term as Poet Laureate, Collins worked with the Public Affairs Office to develop Poetry 180: A Poem a Day for American High Schools on the Library's Web site. The purpose of Poetry 180 was to make it easy for high school students to hear or read a poem each day of the approximately 180 days of the school year. The

Poetry 180 site immediately became immensely popular across the nation, receiving 1 million hits per month by September 2002.

When Congress convened in the old Federal Hall in New York City on September 6, 2002, for the first time since August 12, 1790, Collins took part in the commemorative program by reading “The Names,” a poem he wrote for the occasion.

CATALOGING DIRECTORATE

The Cataloging Directorate achieved extraordinary success in the face of unprecedented challenges in fiscal 2002. The directorate produced more catalog records than ever before, provided leadership to the national and international cataloging communities, fostered professional development and advancement, and collaborated with other units for the benefit of the entire Library.

Production and Arrearage Reduction

The Cataloging Directorate and SRD achieved record high production in fiscal 2002, processing more than 300,000 items for the first time in their history. Staff members cataloged 310,235 bibliographic volumes on 291,749 bibliographic records, at an average cost of \$94.58 per record including fringe benefits and overhead costs—a significant improvement over the average cost of \$122.60 per record in fiscal 2001. In addition, the Cataloging Directorate created 41,776 inventory-level records for arrearage items.

Production of full- and core-level original cataloging (the category of work of greatest value to other libraries) totaled 199,586 records, an increase of 12.99 percent over fiscal 2001. Copy cataloging production increased to 49,576 records, 56.63 percent more than in fiscal 2001. A total of 4,259 collection-level cataloging (CLC) records was completed, including 3,790 by the National Union Catalog of Manuscript Collections (NUCMC) Team, Special Materials Cataloging Division (SMCD), for manuscript repositories throughout the United States. Other teams cleared 16,481 items using CLC, more than twice the level of the year before. The Decimal Classification Division assigned Dewey numbers to 110,290 books, and 42,937 titles in the Cataloging in Publication (CIP) program received CIP verification. Minimal-level cataloging (MLC) increased 65.18 percent over the previous year, to 38,328 records, while the number of hours spent on this work increased only 12.58 percent.

*The Cataloging
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2002....*

Production of authority records was also very high in fiscal 2002. The Cataloging Directorate and SRD created 88,475 new name authority records, a decrease of 3.71 percent from fiscal 2001, and changed 44,823 records, compared to 249,252 name authority changes in fiscal 2001. Both decreases reflect the fact that the pinyin conversion project, which involved a great deal of authority work, was essentially complete. The number of new series authority records increased 7.61 percent over the previous year, to 8,279; new subject authority records totaled 7,365, an increase of 6.23 percent; new Library of Congress Classification (LCC) proposals numbered 1,837, which was 11.94 percent higher than the year before. The 192 LCC changes during the year represented a decrease of 20.33 percent from fiscal 2001, and changes to subject authorities decreased almost 40 percent to 7,574, decreases that also reflected the conclusion of the pinyin conversion.

In addition to clearing more than 100,000 items from arrearages held in the Public Service Collections Directorate, Area Studies Collections Directorate, and Law Library, the directorate contributed its staff resources to the Baseline Inventory Project. In the Serial Records Duplicate Project, the Cataloging Policy and Support Office (CPSO) Premarc/Quality Control and File Management Team merged 29,000 more records, bringing the project total to 63,000 records.

Although overtime was offered to staff members for much of the year, it was not the decisive factor in achieving record-high production; in fact, the total number of hours worked decreased for every category of cataloging except MLC. The increased production reflected improved efficiency, careful monitoring of arrearages and work on hand, use of automated copy matching services, and streamlined and innovative workflows. Productivity increased through full implementation of the core-level record as the base level of cataloging for all teams and through the use of data from the ILS to increase individual accountability.

To streamline workflows, the German and Scandinavian Languages Team, Social Sciences Cataloging Division, organized an assembly line to process older items. The Music and Sound Recording Teams, SMCD, implemented a new workflow using the OCLC RetroCon batch automated searching service for the approximately 30,000 new CD-ROM sound recordings received each year. Following the recommendations of the Dewey Exceptions Task Force, the Decimal Classification Division (Dewey) reduced its dependence on printouts from the cataloging teams and explored having classifiers work directly online.

The directorate's nonrare print arrearage stood at 128,750 items on October 1, peaked in May at 168,651 items, and by the end of September had decreased to 134,607. In addition, the directorate processed 102,607 arrearage items for other directorates. The direc-

torate and SRD received 367,509 items for cataloging (including new titles, added volumes, and added copies) and processed 372,932 items, or 101.5 percent of new receipts. The directorate ended the fiscal year with 187,493 items on hand, including arrearage items.

The directorate continued to perform labeling of hardbound books—with the help of detailees from the Binding and Collections Care Division—to enhance the security of the in-process collections and to shorten total throughput time from receipt to shelving of the item in the Library's stacks.

Cooperative Cataloging Programs

The leader of the Regional and Cooperative Cataloging Division (RCCD) and the Cooperative Cataloging Team (Coop) continued to serve as the secretariat to the Program for Cooperative Cataloging (PCC). In fiscal 2002, the PCC celebrated its tenth anniversary. During this decade, member institutions contributed more than 350,000 bibliographic records and more than 1.2 million name and series authorities to the international pool of shareable cataloging created according to mutually agreed standards. As a result of PCC activity, more than 74,000 subject headings were incorporated into the *Library of Congress Subject Headings* (LCSH), and more than 8,000 numbers into LCC.

PCC members created 162,363 new name authorities in fiscal 2002, compared with 143,031 the previous year, an increase of 13 percent; 10,044 new series authorities, an increase of 6.74 percent; 3,165 subject authorities, an increase of more than 20 percent; and 2,551 LCC proposals, an increase of nearly 25 percent. Original cataloging from CONSER, the serials component of the PCC, totaled 30,160 records, in contrast to the 14,445 produced in fiscal 2001. In the BIBCO program for monograph bibliographic records, members created 82,014 records, an increase of 12.17 percent over the 73,115 monograph records created in fiscal 2001.

The name authority component (NACO) expanded with training seventeen new NACO libraries, retraining eleven libraries, and creating three new funnel projects (Mississippi Project, Mountain West Project, and the Minnesota Funnel Project) that collectively added twenty-seven new member institutions.

Three new libraries joined BIBCO: Duke University, State University of New York–Buffalo, and the Smithsonian Institution, bringing the number of participants to forty-six. To prepare for implementation of new rules in the *Anglo-American Cataloguing Rules*, 2nd edition revised (AACR2), CONSER and BIBCO developed a training workshop on cataloging integrating resources.

Forty-three PCC institutions outside the United States, working individually or in funnel projects, contributed a total of 30,206 new name authority records (18.6 percent of

total PCC production), 12,579 revised name and series records (27.3 percent of total modifications), 955 new subject authority records (30.2 percent of total PCC production), and 19 revised subject authority records (4.3 percent of total modification). Expansion training in England, Scotland, and South Africa attracted new institutions to NACO. To encourage the growth of the PCC in South America, the Coop Team leader organized a teleconference for Library staff members and librarians in Brazil plus the *Taller sobre Encabezamientos de Materia LCSH* / Workshop on LCSH for Librarians from Latin America, which was a bilingual workshop held at the Library of Congress on May 20–24 and was attended by seventeen librarians from eight countries.

Streamlined review processes enabled PCC contributions to increase while the number of hours worked in the Coop Team fell by 29.16 percent from the previous year, to only 11,506.5 hours. Several studies measured the cost-benefits of NACO and the reduced Library expenditures resulting from making more documentation freely available to participants on the PCC Web site.

The Library's Pinyin Task Group disbanded, having substantially achieved its goal of converting the Library's authority and bibliographic records from Wade-Giles to pinyin romanization. A final version of the Chinese romanization guidelines, as well as procedures for establishing headings for Chinese place names, was formulated with input provided by librarians at other institutions.

Staffing and Personnel Management

The directorate continued to lose staff members as the Library's hiring lost pace with retirements. During the fiscal year, the directorate suffered a net loss of eight supervisors and ten catalogers. The director for cataloging, Beacher Wiggins, was appointed acting associate librarian for Library Services on September 1, and on September 16 Judith Mansfield, chief of Arts and Sciences Cataloging Division, was named acting director.

The directorate was authorized to hire two decimal classifiers and forty-four catalogers from outside the Library under the fiscal 2002 hiring plan, which would add at least one cataloger to nearly every cataloging team. The authorized selecting officials and subject matter experts in the directorate completed the position descriptions and job analyses, but only seven of the thirty-four authorized vacancy announcements were posted by September 30. The remaining ones were prepared for posting early in the next fiscal year.

Cataloging Policy

The LCC law schedule (class K) was essentially complete at the end of the year, after thirty years of development in consultation with the American Association of Law

Libraries (AALL) Advisory Committee for LC Law Classification and colleagues around the world.

The chief of CPSO continued to serve as chair of the Library's Metadata Policy Group and as the Library of Congress's representative to the Joint Committee for Revision of AACR. The joint committee was very active this year as a major revision to AACR2 was finalized. The directorate, SRD, and the processing units of the Public Service Collections Directorate implemented AACR2, Chapter 9, recast as "Electronic Resources," in the summer. The director for cataloging, on the advice of CPSO and the PCC libraries, determined that the Library would implement the redrafted AACR2, Chapter 12, previously "Serials" and now "Continuing Resources," on December 1 of the following fiscal year, thus allowing more time for training and for inclusion of the revision in *Cataloger's Desktop*.

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In the area of subject cataloging policy, among the largest projects of this fiscal year were the reformulation of headings for battles and the change from the heading "Handicapped" to "People with Disabilities," with revision of many related subject headings. The online LCC became the authoritative version, and printed quarterly updates were discontinued with *Update 284*, as was the production of loose-leaf pages for this particular printed form of LCC.

Electronic Resources Cataloging/Library of Congress Action Plan

As part of "Bibliographic Control of Web Resources: A Library of Congress Action Plan," which involved a set of twenty-nine work items that resulted from the Library of Congress Bicentennial Conference on Bibliographic Control for the New Millennium held in November 2000 (fiscal 2001), the chief of CPSO began a proof-of-concept project among the Library of Congress, the Deutsche Bibliothek, and OCLC Inc. to test one model for a virtual international authority file, starting with personal names. If successful, this model could be the foundation for a global linked network of national and regional authority files for names of persons, corporate bodies, and uniform titles including series. The chief of CPSO led the project and publicized it in numerous venues in the United States and abroad.

The Computer Files and Microforms Team welcomed four experienced catalogers on 120-day details to learn descriptive cataloging of electronic resources. The insights gained from those details would serve the directorate well as it planned more extensive training in fiscal year 2003.

Bibliographic Enrichment Advisory Team

The chief of RCCD continued to chair the Library's interdivisional Bibliographic Enrichment Advisory Team (BEAT), which initiates research and development to increase the value to users of cataloging products. During the year, BEAT enriched more than 40,000 catalog records with electronic tables of contents. It also enhanced online bibliographies and provided direct access from the Library of Congress Online Catalog to full electronic text of more than 7,000 working papers and research monographs.

The Online Information eXchange (ONIX) Descriptions project, launched this year, creates records containing publishers' descriptions of books. Those descriptions are placed on a Web site and reciprocally linked to bibliographic records in the Library of Congress Online Catalog. The project created approximately 27,600 records in fiscal 2002.

Also initiated this year was the Web Access to Works in the Public Domain project, which links the bibliographic records for selected works that the Library holds in print to the full text electronic copies in trusted repositories. The initial implementations of this project resulted from cooperative agreements with the University of Michigan for materials digitized in its Making of America project and with Indiana University for works in its Wright American Fiction, 1851–1875 project.

The Web Access to Publications in Series project provided access to full electronic texts of 7,044 individual monographs in ninety-three series (fiscal 2001 and 2002) by linking to the electronic files from the serial record in the Library of Congress Online Catalog.

The BECites+ project enhances printed library bibliographies by placing them on the Web in electronic form, thereby adding and linking annotated citations, tables of contents, indexes, and back-of-book bibliographies cited therein. Completed during this fiscal year were two bibliographies on Thomas Jefferson and five separate parts of a large-scale undertaking on Immigrant Arrivals to the United States.

Cataloging in Publication

During the Library's anthrax-related closure in October and the five-month mail embargo, CIP Division staff members went to great lengths to keep publishers informed of the Library's mail situation and to encourage them to participate in Electronic Cataloging in Publication (ECIP) as an alternative. To make it easier for publishers to participate, the Library somewhat eased its requirements for ECIP galleys. The number of publishers participating in ECIP more than doubled, from 1,066 in fiscal 2001 to 2,222 at the end of fiscal 2002. More than a third of all CIP galleys—18,082 out of 53,733 galleys in all—were submitted electronically in fiscal 2002, making ECIP cataloging one of the direc-

torate's principal workflows. The total number of conventional and ECIP galleys was slightly lower than the 54,840 galleys received the previous fiscal year, probably because of delays in receiving mailed applications. Average throughput time for CIP galleys improved to 10.5 business days from 12.2 business days the previous year, with 80 percent of all galleys completely processed within 14 business days.

The division terminated the paper Preassigned Card Number (PCN) program on January 1, as planned and announced the previous year. For fiscal 2002, the division processed 22,687 Electronic PCN (EPCN) applications, and it established 4,406 EPCN publisher accounts, an increase of 29 percent in each of those figures over fiscal 2001.

Planning continued for New Books, a project to enrich online catalog records for forthcoming titles with a wide range of information, including tables of contents and images of book jackets. Using overtime funds, CIP claimed 29,895 outstanding books from 194 publishers, emphasizing titles that were relevant to national security and the war on terrorism.

Dewey

The Decimal Classification Division increased its production by 1.49 percent over fiscal 2001, thus assigning Dewey numbers to 110,290 monographs in English and other Western languages, despite retirements that left the division with only six classifiers.

Editorial work on Dewey Decimal Classification Edition 22 and on Abridged Edition 14 continued on track to meet the targets set for their publication in summer 2003 and January 2004, respectively. Two meetings of the Dewey Editorial Policy Committee took place at the Library, Meeting 117 on December 3–5 and Meeting 118 on May 15–17.

In January, OCLC Forest Press made Abridged Edition 13 available in WebDewey™ (the online version of the Classification) and published *People, Places, and Things*, which provided Dewey numbers for more than 50,000 of the most frequently used Library of Congress Subject Headings.

At the beginning of the fiscal year, OCLC Forest Press support shifted from “gift fund” to “revolving fund” status, in accordance with the revolving fund legislation for the entire Library, which took effect on October 1, 2001. This change required the division to apply a new method of reporting status of funds.

Outreach

Of the Cataloging Directorate's many training and outreach projects, one of the most notable was the East Asian Art Cataloging Workshop and Chinese and Japanese Rare Book Cataloging and Korean Romanization Sessions at the Library on April 1–2 in conjunction

with the 2002 Annual Meetings of the Council on East Asian Libraries and the Association for Asian Studies Inc. in Washington later that week. Four catalogers from prominent U.S. art museums spoke at the workshop, along with members of the Coop Team and the Japanese I Team, plus policy specialists in CPSO.

NATIONAL SERVICES DIRECTORATE

The National Services Directorate provided programs and services to specific audiences such as the library community, particularly federal libraries; to users who were visually or physically challenged; and to the general public through the Cataloging Distribution Service, the Federal Library and Information Center Committee, and the National Library Service for the Blind and Physically Handicapped. In addition to those functions, the Center for the Book, Interpretive Programs Office, Publishing Office, Retail Marketing Office, and Visitor Services Office added interpretive and educational value to the resources of the Library. The Photoduplication Service moved from the Preservation Directorate to the National Services Directorate this year.

Cataloging Distribution Service

In fiscal 2002, the Cataloging Distribution Service (CDS) celebrated its centennial. In June 1902, President Theodore Roosevelt signed into law a bill providing the Library with statutory authorization (2 U.S. Code 150) to sell its catalog cards and technical publications at cost plus 10 percent. CDS still operates under that authority to provide bibliographic and cataloging-related services to the Library of Congress and other libraries around the world on a cost-recovery basis. Today's catalog records are distributed as machine-readable files, and the Library's cataloging standards and technical publications are distributed in both electronic and print formats.

During the five-month suspension of U.S. Postal Service delivery to the Library, CDS had to meet its earned receipt requirement and to fulfill the needs of its customers with-



Beacher Wiggins, the acting associate librarian for Library Services, cuts the cake that celebrates the Cataloging Distribution Service's 100th anniversary. (Photo by Helen Hester-Ossa)

out relying on the federal mail service. An aggressive communications campaign with customers, in combination with several cost-reduction measures, ensured that CDS expenditures did not exceed income and that customer orders were filled.

CDS delivered products and services to approximately 7,600 libraries and information concerns in fiscal 2002. Earned receipts totaled \$4,543,824, which was 8.5 percent lower than last fiscal year's total of \$4,968,835 because of the mail situation. Nevertheless, CDS was able to cover the cost of its operations and to conserve its prior-year carryover funds to cover future capital investments and fiscal emergencies. In fiscal 2003, CDS will selectively invest those prior-year funds to extend the division's product delivery and customer service capabilities.

CDS continued to produce, market, and support the Library's bibliographic and authority products in print, CD-ROM, microfiche, tape, and file transfer protocol (FTP) formats. In addition, the division introduced its first Web-based subscription service, *Classification Web*. This new service provides Web-based access to the Library of Congress Classification schedules and Library of Congress Subject Headings in the Minaret system, which had heretofore been available only to staff members within the Library.

Classification Web replaced *Classification Plus*, a CD-ROM product that also provided access to Library of Congress's classification and subject heading data. *Cataloger's Desktop*, the companion to *Classification Plus* on CD-ROM, continued to be maintained and enhanced in preparation for developing a Web-based version in 2003. CDS added new infobases to *Cataloger's Desktop*, including the new *BIBCO Participants' Manual* developed by the Program for Cooperative Cataloging.

As a result of survey findings from Alert Service subscribers, CDS introduced subscription purchase options for the Alert Service beginning January 1, 2002. The largest Alert customers, those ordering all eligible records in the LC Classification (A–Z), now have the option of paying the traditional per record charge or an annual subscription fee. More than half of the A–Z subscribers opted for the subscription pricing.

As in previous years, the largest percentage of CDS's revenue came from the sale of print publications (34 percent), followed by MARC Distribution Services (28 percent) and CD-ROM (20 percent). The CD-ROM percentage was lower than last year's 26 percent of total revenue because of the expected migration of customers and revenue from *Classification Plus* (CD-ROM) to *Classification Web*.

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system....*

In response to the reduction in revenue as a result of the mail situation, and in recognition of the changes in CDS product mix, CDS restructured its spending plan for fiscal 2003 through a reduction-in-force of six positions. The reduction was approved in June 2002, with reassignments of staff members to other areas of the Library projected for early fiscal 2003. Those savings will position CDS for continued cost-recovery operations in fiscal 2003 and beyond.

The printed five-volume *Library of Congress Subject Headings*, 25th edition, was published in the spring and was available for shipment to customers in April. New *Library of Congress Classification Schedules* released for shipment during fiscal 2002 were *BL-BQ, Religion (General), Hinduism, Judaism, Islam, and Buddhism (2001)* and a new edition of *H, Social Sciences (2002)*.

Revenue from the sale of loose-leaf publications such as *Library of Congress Rule Interpretations (LCRI)*, *Subject Cataloging Manual: Subject Headings (SCM:SH)*, and CONSER documentation remained stable. Revenue from the sale of MARC 21 format publications decreased by 39.5 percent from last year—from \$154,066 in fiscal 2001 to \$93,183 in fiscal 2002. The recent peak for MARC documentation sales was fiscal 2000, the first full year for sales of the new MARC 21 editions of the five formats. The availability of the MARC 21 code lists, as well as concise versions of the five formats, on the Network Development and MARC Standards Office Web site, reduced the need and demand for printed versions.

The Library's Technical Processing and Automation Instruction Office (TPAIO) developed and completely updated two new publications: *Cataloging Concepts: Descriptive Cataloging (2002)* and *MARC Content Designation (2002)*.

Two new sets of course materials became available from the Serials Cooperative Cataloging Training Program (SCCTP): *Electronic Serials Cataloging Workshop* and *Advanced Serials Cataloging Workshop*. The *Serials Holdings Workshop*, 2nd edition, became available in June 2002. All of those course materials are offered in portable document format (PDF) on the Program for Cooperative Cataloging Web site. Customers download and print the materials they require and pay for the product on the basis of the quantity of manuals printed.

Revenue from the MARC Distribution Services (MDS) totaled \$1,289,932 in fiscal 2002, or 28 percent of CDS's total revenue for the year. MDS revenue in fiscal 2002 was lower than the \$1,312,574 in revenue for fiscal 2001, reflecting the downturn in the economy after the Internet surge for the period 1999–2001. The MDS subscriber customer base remained stable in fiscal 2002 with eighty-seven customers and 207 subscriptions.

As a result of an effort to switch MDS subscribers from the tape/cartridge medium to FTP, the end of fiscal 2002 showed CDS carrying only six MDS tape/cartridge subscriptions.

CDS intends to be out of the tape/cartridge business effective January 1, 2003, and will work individually with the few remaining tape subscribers on their transition to FTP.

At the request of the Research Libraries Group (RLG), CDS implemented a MARC distribution service that contains only the LC Manuscript Division records. Previously, the LC Manuscript records were coupled with the National Union Catalog of Manuscript Collections records to form *MDS-NUCMC and LC Manuscripts*.

Sales from microfiche products continued to decline at a rate sufficient to accelerate a decision to discontinue the microfiche product line at the end of the 2002 subscription year. Revenue from microfiche products was less than 5 percent of CDS's total revenue for the year.

In fiscal 2002, CDS made substantial progress on its Customer Information Management System replacement project (CIMS 21). In March 2002, CDS completed the definition of the new system requirements. The review of candidate systems was to be completed in early fiscal 2003, followed by implementation of the system that best meets CDS's needs. The division continued its planning to discontinue the Library's mainframe computer in Information Technology Services (ITS) in December 2004.

Center for the Book

In fiscal 2002, the Center for the Book—with its network of affiliated centers in forty-seven states and the District of Columbia plus ninety-seven organizations serving as national reading promotion partners—stimulated public interest in books, reading, libraries, and literacy and encouraged the study of books and the printed word. As authorized by Public Law (PL) 95-29, the center's projects and programs are supported by contributions from individuals, corporations, and foundations. In fiscal 2002, the Center for the Book received more than \$250,000 for projects and general support through donations from individuals, corporations, and foundations.

Hawaii, Iowa, New Jersey, New York, and South Dakota joined the Center for the Book's national network of state affiliates this year. Renewal applications were approved from Kentucky, Michigan, Montana, North Carolina, Oklahoma, Oregon, Utah, Washington, Wisconsin, and Wyoming.

The Center for the Book contributed to planning the second National Book Festival, which will take place at the start of fiscal year 2003, and developed programs surrounding the exchange of visits between Russian librarians and U.S. librarians and reading promoters; continued its national reading promotion campaign, "Telling America's Stories," which is chaired by First Lady Laura Bush; and sponsored more than forty events at the Library of Congress and throughout the country.

On May 1, 2002, state center representatives participated in an idea-sharing session at the Library, marked by lively and spirited discussion about several topics including the popular “one book” community reading projects, Letters about Literature awards programs, and other book awards programs. The highlight was the presentation of the 2002 Boorstin Center for the Book Award to the Connecticut Center for the Book for the success of its annual World of Words program and other innovative and cooperative projects. Supported by an endowment that was established in 1987 by retired Librarian of Congress Daniel J. Boorstin and his wife, Ruth, the Boorstin Award has been presented annually since 1997 to recognize and support achievements of specific state centers.

The Center for the Book continued to administer the Viburnum Foundation’s program for supporting family literacy projects in rural public libraries. During the year, the foundation awarded forty-eight grants to small, rural libraries in ten states. Regional training workshops were sponsored by the Center for the Book in Columbia, South Carolina, on August 14–16 and in Scottsdale, Arizona, on September 25–26, 2002.

Letters about Literature, a student essay contest sponsored in association with the Weekly Reader Corporation, concluded another record-breaking year in number of entries and involvement by affiliated state centers. More than 22,000 students wrote letters to their favorite authors, and thirty-six state centers honored statewide winners.

The annual River of Words project, an environmental art and poetry contest for young people, culminated on April 27 with an awards ceremony and display of winning artworks at the Library.

An international project developed by the Center for the Book with the Open Society Institute (Soros Foundation–Moscow) and the institute’s Pushkin Library Megaproject included a series of exchange visits between Russian librarians and U.S. librarians and reading promoters. In September 2001, the Open Society Institute announced its intention to create reading centers in libraries throughout Russia. In October 2001, as part of the project, a delegation of Russian regional librarians visited several libraries in the United States on a trip organized by the Center for the Book. In June 2002, the director of the Center for the Book led a U.S. delegation of seven librarians to visit St. Petersburg and Moscow and to attend a conference titled “Reading World and World of Reading.” Librarians from the twenty-two new Russian reading centers joined their U.S. colleagues at the conference.

Federal Library and Information Center Committee

During fiscal 2002, the Federal Library and Information Center Committee (FLICC) continued its mission “to foster excellence in federal library and information services

through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK)."

FLICC's annual information policy forum, "Homeland Security: Impact of Policy Changes on Government Information Access," focused on the changes resulting from enhanced homeland security on access to federal information by those both inside and outside the government. The executive keynote speaker for the March 19 event was Assistant Attorney General Viet Dinh. Representative Thomas M. Davis III (R-Va.) began the afternoon session with the congressional keynote address.

The FLICC working groups accomplished the following: they selected FLICC award recipients for 2001 and offered the fourth annual FLICC Awards to recognize innovations by federal libraries, librarians, and library technicians; then they identified the federal library and information center context for content management and homeland security. They established parameters and developed a management education series for current and potential federal library managers, and they met with the Office of Personnel Management to identify ways to enhance recruitment efforts to federal libraries. In addition, they addressed issues on disaster planning and recovery, endangered federal collections, and other information science policy issues.

FLICC also continued its collaboration with the Library's Office of the General Counsel on a series of meetings between federal agency legal counsels and agency librarians. Now in their fourth year, the meetings grew out of the recognition that federal attorneys and librarians face many of the same questions in applying copyright, privacy, Freedom of Information Act (FOIA), and other laws pertaining to their agencies' activities in the electronic age—with regard both to using information within the agency and to publishing the agency's own information. This year's series featured discussions on licensing electronic publications, on FOIA policy and the Trade Secrets Act after 9/11, and on legal challenges to filtering in public libraries.

In a survey conducted by Outsell Inc., the only research and advisory firm that focuses exclusively on the information content industry, results showed that government information professionals served significantly more users than colleagues in corporations and academic libraries and spent much less per user. The results also showed that while some governmental libraries have been progressive in their approach to digital content, they have been slower than other libraries to make a transition to new business models.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$56.6 million in transfer pay services and \$38.1 million in direct pay services, thus saving federal agencies approximately \$10.3 million in vendor

volume discounts and approximately \$7.6 million more in cost avoidance. FEDLINK exceeded fiscal 2002 revenue targets by 5.5 percent.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (PL 106–481), which created new statutory authority for FEDLINK’s fee-based activities, FEDLINK governing bodies and staff members developed a new five-year business plan that takes advantage of the increased opportunities of FEDLINK’s authority as a revolving fund. The business plan outlines FEDLINK’s new business processes, audiences, market position and message, staffing, and resources, while projecting fiscal goals including capitalization, anticipated expenditures, and revenues through 2006. Of the thirty-nine recommendations in the five-year plan, during the first fiscal year FEDLINK made significant progress on twenty, including expanded vendor offerings, reduced barriers, improved marketing, and enhanced systems.

FEDLINK also developed and implemented its pilot Direct Express program. In a manner similar to purchasing from a U.S. General Services Administration schedule, FEDLINK customers will be able to place fiscal year 2003 orders directly with five commercial information services vendors; the FEDLINK fee, included in the vendor prices, will be remitted to FEDLINK by the vendor on a quarterly basis.

Systems staff members began an ambitious implementation of the new FEDLINK financial system, which entered a preliminary testing phase late in the summer. Staff members also sponsored twenty-nine seminars and workshops for 1,233 participants and conducted thirty-eight OCLC, Internet, and related training classes for 415 students.

FEDLINK also continued to customize and configure software and support services for electronic invoicing and to increase online access to financial information for member agencies and vendors. Furthermore, FEDLINK’s continuing financial management efforts ensured that FEDLINK successfully passed the Library’s financial audit of fiscal 2001 transactions performed by Clifton Gunderson LLP.

Interpretive Programs Office

In fiscal 2002, the Interpretive Programs Office (IPO) presented five new major exhibitions in its Jefferson Building spaces. Most significantly, *Witness and Response: September 11 Acquisitions at the Library of Congress* marked the one-year anniversary of the terrorist attacks by displaying selections from the collections that the Library amassed—and is still receiving—about that tragic day in history. The Library mounted an exhibition titled *Margaret Mead: Human Nature and the Power of Culture* to celebrate the centennial of the birth of the famed anthropologist, and it honored theatrical producer and real estate entrepreneur Roger L. Stevens with an exhibition devoted to his

life and career. *When They Were Young: A Photographic Retrospective of Childhood* and *American Beauties: Drawings from the Golden Age of Illustration* featured materials from the Library's Prints and Photographs Division.

The Interpretive Programs Office made three rotational changes to both the *World Treasures of the Library of Congress* and *American Treasures of the Library of Congress*, along with one minor and one major rotational change to the *Bob Hope Gallery of American Entertainment*. In addition, IPO mounted twenty-two displays for special events; seven new online exhibitions; and three traveling exhibitions that were presented at five venues in two states and three countries—Germany, Israel, and Italy. Requests for the loan of 303 Library items were received from forty-one institutions as part of the Library's dynamic loan program administered by IPO (see also Appendix F: Exhibitions and Appendix G: Online Collections and Exhibitions).

National Library Service for the Blind and Physically Handicapped

In fiscal 2002, the National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress, completed its seventy-first year of service to individuals who are blind and physically handicapped and made major advances in developing digital access to books and magazines in braille and audio formats.

A five-year collaborative effort by NLS, under the auspices of the National Information Standards Organization (NISO), to develop a national standard for the digital talking book (DTB) was completed. NISO voting members approved the document in December 2001, and the American National Standards Institute (ANSI) ratified ANSI/NISO Z39.86-2002 on March 6, 2002. A new report on converting the talking-book program to a digital format publicized the progress of this major undertaking. The fifty-four-page volume, *Digital Talking Books: Progress to Date—May 2002*, updated the digital project's first report, *Digital Talking Books: Planning for the Future*, which was issued in July 1998. Its publication coincided with the adoption of the ANSI/NISO standard. A multiyear process began in fiscal 2002 to identify the titles that would be converted to digital format for distribution as digital talking books. NLS has designed and programmed a DTB player that runs on a personal computer. This simulation enables NLS to test concepts developed during the NISO standards process and to select production tools.

Under the sponsorship of the Industrial Designers Society of America (IDSA), NLS held a national design competition, challenging undergraduate college students to help design prototypes for the first generation of playback machines for digital talking books. The prize-winning entries were selected on June 7, 2002, in Washington, D.C., when six judges convened at NLS to evaluate 146 submissions from twenty-eight design schools

around the country. For example, Lachezar Tsvetanov, a senior from the University of Bridgeport in Connecticut, won first place for his entry titled “Dook,” which resembles a book that opens to reveal a speaker and audio controls.



*The “Dook” won first place in a competition to design a new digital talking-book player.
(Photo courtesy of the Industrial Designers Society of America)*

To help plan for deploying digital information technologies throughout the NLS network, consumer representatives and network librarians met with appropriate staff members at NLS on October 24–26, 2001, and March 6–8, 2002. The group will likely meet once or twice a year through the next five years to guarantee continuity and responsiveness to ever-changing digital prospects. Areas to be addressed by the group are the digital talking book, untapped digital opportunities, and potential service changes.

The NLS Web site, <www.loc.gov/nls>, was redesigned during the fiscal year to improve usefulness, accessibility, and ease of navigation for target audiences. At year’s end, NLS announced plans to launch a pilot program in fiscal 2003 to test the delivery over the Internet of digital audio magazines presented in real human speech.

The Web-Braille program continued to grow, allowing access free of charge to more than 4,175 digital braille book files with 2,078 users signed up by year’s end. Web-Braille materials may now be accessed directly from the NLS *International Union Catalog*.

NLS continued experimenting with a digital recording system in its in-house studios, where several dozen books have been completed in digital format. A second recording system was installed to allow comparison of important features.

To ensure that NLS has an adequate store of digital materials available when it begins its transition from analog to digital distribution, all contractors producing audio books for NLS will begin converting their studios in early 2003, culminating in 100 percent digital mastering in two years.

The NLS Digital Audio Development (DAD) Committee continued its oversight of the NLS digital initiatives and began a review and refinement of the twenty steps required to develop DTBS. NLS updated its Life-Cycle Cost Model to project future digital system costs and refined a prototype digital recording system at the NLS Recording Studio, where more than a dozen digital talking books have been completed, as well as a digital duplication system at the Multistate Center East. In addition, NLS completed specifications for procuring digitally recorded masters beginning in fiscal 2003.

The NLS *International Union Catalog* of library resources for the blind held more than 357,000 catalog records at year's end.

In a major initiative from January 1, 2002, through December 31, 2003, NLS and the famed seventy-three-year-old Museum of America and the Sea in Mystic Seaport, Connecticut, will collaborate to advance accessibility for blind and physically handicapped individuals and will provide materials in special formats.

Photoduplication Service

In January 2002, the Photoduplication Service was officially transferred from the Preservation Directorate to the National Services Directorate. This reorganization provided a logical alignment with other customer service-focused divisions of the Library of Congress. The functions and internal organizational structure of the Photoduplication Service were not affected by this change.

Despite the significant staff reductions in the microphotographic operation during the previous fiscal year and the loss of revenue caused by the mail embargo, fiscal 2002 was another financially successful year for Photoduplication. Year-end accounting figures showed \$3.09 million in sales.

The Photoduplication Service participated in a business planning effort during the year, which was triggered in part by congressional interest as to whether the Library's revolving fund sales programs could develop new and different business strategies to go beyond their traditional objective of financial cost recovery so they could turn a profit. Congress commissioned the General Accounting Office (GAO) to study the issue of profit

potential as it pertained to the Photoduplication Service, as well as to the Library's Sales Shop and audio-video laboratory. In response to GAO recommendations in an April 2002 report, the associate librarian for Library Services approved a planning process that included evaluation, maintenance, investment, and profit tiers. A business planning consultant with private-sector marketing and communications experience began work in August to develop a model for a strategic business plan for those programs and a marketing proof of concept. A project team representing the Photoduplication Service and Sales Shop has been working since that time to develop plans and activities for a presentation to Congress in the spring of 2003.

Also during January 2002, the National Library of Medicine (NLM) began forwarding reels of master negative microfilm to the Photoduplication Service for production of printing masters. That work continues NLM's program to create polyester-base duplicate negatives from acetate-base preservation (camera) master negatives. NLM previously worked with a commercial source on that project, but the vendor declined to continue the work in 2001. After negotiating a statement of work, NLM submitted purchase orders totaling \$40,000 for film production. In addition, NLM asked the Photoduplication Service to produce positive film to meet customer requests. A key reason for NLM's decision (beyond the lack of a vendor) is the Photoduplication Service's ability to receive direct payment by customers for microfilm products.

The microform secure area on Deck 1 South of the Library's John Adams Building was designated for expansion and for adding many security upgrades. Planning and specifications were completed this year. Construction will begin when funds are available.

A customer services database was developed for the Photoduplication Service to manage the processing and tracking of orders.

Publishing Office

In 2002, the Publishing Office produced more than thirty books, calendars, and other products describing the Library's collections (see Appendix H: Publications). Copublishing efforts with trade publishers continued as new agreements were signed with Amistad/Harper Collins, Kales Press/W.W. Norton, and Third Millennium Publishing. Through copublishing efforts, Library publications found new audiences and increased public knowledge of Library collections and exhibitions. By the end of 2002, more than forty cooperative agreements were in effect with publishers such as Harry N. Abrams, Cavallini and Company, University Press of New England, and Simon and Schuster.

The release of *Beginnings: World Treasures of the Library of Congress* marked a new series of titles to coincide with the permanent *World Treasures* exhibition. With text by his-

torian Michael Roth, *Beginnings* reveals how common themes have been treated in different cultures and is an exploration of how the world's diverse cultural landscape has dealt with the creation of the universe and has explained the heavens and Earth. Published in association with Third Millennium Publishing, *Beginnings* includes 145 color illustrations that mirror the items included in the companion exhibition.

Roger L. Stevens Presents, which was published by the Library of Congress in conjunction with an exhibition of the same title, includes illustrations and five essays about the life and career of Stevens, the force behind the creation of the John F. Kennedy Center for the Performing Arts and the first chairman of the National Endowment for the Arts.

Published by the Library in cooperation with Kales Press, a third exhibition companion book, *When They Were Young: A Photographic Retrospective of Childhood from the Library of Congress*, features images of children during the past 150 years by well-known photographers Dorothea Lange, Jack Delano, and Marion Post Wolcott, along with text by child psychologist Robert Coles.

In conjunction with the Center for the Book, the Publishing Office released *Collectors and Special Collections: Three Talks*, a booklet that records the Rare Book Forum, which was held at the Library on April 4, 2001, and at which a special collections librarian, a bookseller, and a collector of rare books discussed collecting rare books and the relationships among parties interested in those increasingly scarce items. Oak Knoll Books distributed the booklet.

The inaugural Henry Alfred Kissinger Lecture in Foreign Policy and International Relations was presented at the Library of Congress by the former secretary of state himself. The lecture was issued as *Reflections: October 2001* and was published by the Publishing Office and distributed by the Office of Scholarly Programs.

In 2002, the Publishing Office released the final volume in its Performing Arts series, *Performing Arts: Broadcasting*, which features the Library's unique and comprehensive radio and television holdings. This year also marked the publication of the last in a series of Bradley Lectures: David Quammen's *The Origin of Species: Descent of a Text, with Modification*. Made possible by the Lynde and Harry Bradley Foundation, the Bradley Lecture series presented analyses of classic texts.

The Annual Report of the Librarian of Congress for the Fiscal Year Ending September 30, 2001, compiled by Audrey Fischer, Public Affairs Office, and edited, designed, and produced through the Publishing Office, included a special section commemorating the

*The inaugural
Henry Alfred Kissinger
Lecture in Foreign Policy
and International
Relations was presented
at the Library of
Congress by the former
secretary of state.*

Library's first National Book Festival. More than thirty-five black-and-white photographs documented the event.

This year the Publishing Office also continued its series of collection guides, supported by the Madison Council, with its release of *Motion Pictures, Broadcasting, and Recorded Sound: An Illustrated Guide*.

Retail Marketing

Fiscal 2002 was a challenging year for the Retail Marketing Office. Although one shop, located in the Madison Building, closed on January 31, 2002, to make room for additional security facilities, an online store began operating that provided a presence on the World Wide Web. The revenue for the Green Fund reached \$1.4 million, which included sales from the Jefferson and Madison shops and sales from the online catalog. After the Library's anthrax-related temporary closing, Retail Marketing management provided additional discounts to customers to increase sales and to improve cash flow to the Green Fund.

On October 1, 2001, Retail Marketing launched a new online sales Web site, which was designed to allow millions of people worldwide an additional retail outlet to view and purchase items from the Library of Congress. The initial site featured approximately 40 items that customers could order by calling or mailing the order form. On May 15, 2002, a new Web site was launched that allows customers to put their credit card and mailing information into an online form and to send their order electronically to be processed. Sales from the Web site for fiscal 2001 totaled \$26,900 with 589 customers placing orders. The staff received enough positive feedback concerning the new online ordering system to expect that Web-based ordering will increase next year.

Visitor Services Office

Despite the effects of the 9/11 attacks and the anthrax crisis on tourism in Washington, D.C., the number of Library of Congress tours increased from the fiscal 2001 level. That increase occurred despite the closing of the east side of the Capitol, the spot from which many visitors traditionally proceeded to the Library buildings.

A dedicated cadre of more than 190 volunteers made it possible for visitors to be greeted and directed, for tours to run on schedule, and for new researchers to be oriented to the use of the reading rooms and facilities. The Visitor Services Office (vso) conducted 4,398 tours for a total of 112,378 visitors, including 654 tours for 13,214 congressional constituents from 444 Senate and House offices and 276 special-request tours, which had a total attendance of 5,078 and were given to members of Congress and their spouses,

families, and friends. Under the “Services to Congress” program, vso staff members responded to the needs of congressional offices, including satisfying requests for tours and sending brochures and other educational material to more than sixty congressional offices. Attendance at all congressional tours increased 8 percent from fiscal 2001. Constituent tours were full to capacity, or oversubscribed, from March through the end of August. An average of 188 congressional offices called for tours each month, with a high of 282 offices in April. Reservations for constituent tours increased by 5 percent from the prior year, which itself was a record-setting year. June and July surpassed all previous months with 5,237 and 5,655 reservations, respectively.

A total of 3,468 public tours attended by 94,086 visitors introduced the Library of Congress to the public. In addition, tours were conducted for special guests, and docents interpreted the art and architecture of the Jefferson Building to guests attending evening events.

The total number of visitors increased 6 percent over fiscal 2001. The number of tours conducted exceeded last year’s total by 4 percent, with an average of twenty-five visitors per tour. More than 900 visitors took an innovative twenty-minute tour of the Whittall Pavilion in March and April, which will become a standard offering in fiscal year 2003. In addition to tours, the office arranged 202 programs for 1,504 visitors with professional interests in one or more aspects of the Library. These visitors came from the United States and fifty-three other countries.

“Plan 2002 for Library Visitors,” which went into effect on March 4, ensured the judicious use of Library volunteers, staff members, and summer contractors plus the orderly flow of visitors. The plan maximized the number of visitors who could be accommodated for preplanned group tours, full-length public tours, and abbreviated highlight tours. It also provided for control of arrivals from commercial “city tours” while offering choices for visitors with limited time.

Volunteers served 16,870 hours in fiscal 2002, which represents the equivalent of more than eight full-time staff positions. Volunteers responded to 196,324 inquiries from visitors at three information desks located in the Jefferson and Madison Buildings.

Volunteers at the researcher guidance desk met with 9,873 readers to facilitate their use of Library reading rooms, general collections, and facilities.

vso conducted a four-month fall docent training program and offered a formal program of enhancement opportunities for volunteers, with three in-house lectures and field trips to the National Gallery of Art, the Folger Theater and Museum, and the Gari Melchers Museum. The office issued *The Hoot*, a bimonthly newsletter for its volunteers.

OPERATIONS DIRECTORATE AND ILS PROGRAM OFFICE

The Operations Directorate consists of the Automation Planning and Liaison Office (APLO); the Network Development and MARC Standards Office (NDMSO); the Technical Processing and Automation Instruction Office; the Integrated Library System Program Office; and teams focusing on Budget, Human Resources, and Management Information Systems. Those divisions and teams continued to provide their timely, high-quality customer service to the National Library mission units in fiscal 2002.

Automation Planning and Liaison Office

To meet the demands of the new version of Voyager software that was implemented in February, as well as the heavy resource demands of digital and Web development applications, all workstations within the service unit had to be upgraded to the Windows 2000 operating system. Beginning in January, APLO personnel spent nine months outfitting 2,487 workstations with Windows 2000. Of that total, 1,567 were upgrades from Windows 95, and 920 were new installations.

Prototype workstations were also developed, tested, and deployed in support of wireless communication technology for the Baseline Inventory Project, for resource-intensive applications used by some of the major digital initiatives, and for multiscript technology to display, print, and input Arabic, Hebrew, and Chinese languages.

APLO's telecommunications team worked closely with Information Technology Services to convert 1,037 token ring connections in the Madison Building to fast Ethernet. Approximately 1,000 connections remained to be converted in the Adams and Jefferson Buildings.

In response to an expressed need by the Library Services staff for first-level automation support, the Library awarded a contract in February 2002 to SI International for the services of eighteen field technicians. This support proved highly successful, both within the divisions and in the Library's working relationship with APLO.

Working with the Library's special format collection divisions, the Encoded Archival Description (EAD) Technical Group, chaired by APLO, continued to increase the functionality of Web-based finding aids. A technical group completed the first release of best practices guidelines. All completed EAD finding aids have received persistent electronic addresses and are linked to distributed collection-level records.

The overseas field offices, under the direction of APLO, tested enhancements to the Integrated Field Office System (IFOS). In February, an APLO staff member traveled to the Nairobi office to train the new systems administrator in IFOS system administration. APLO, working with ITS, established firewall-to-firewall communication using Virtual Private

Network (VPN) between the Library and the offices in Rio de Janeiro and New Delhi. The Library withdrew from the Department of State's Diplomatic Telecommunications Service—Program Office program. The field offices will instead utilize local Internet service providers—services—at better pricing and with greater reliability—while using either VPN firewall security or, if the office is awaiting VPN installation, proxy servers.

Network Development and MARC Standards Office

The NDMSO is the focal point for technical library, network, and digital standards and for related planning in Library Services. Thus, staff members are involved in many facets of network development and of digital library tasks including maintaining standards, which are basic to efficient, long-term interchange of digital material; planning, which involves working out detailed models and specifications with other institutions and with internal Library units; and coordinating and testing implementations.

In fiscal 2002, NDMSO developed a standard extensible markup language (XML) version of the MARC 21 format and an accompanying toolbox of transformations using the MARCXML schema, which will assist libraries trying to take advantage of the XML environment for digital resources. The office led development of the Metadata Object Description Schema, which is a simpler XML companion to MARCXML that is targeted especially for digital resource description. NDMSO carried out development and maintenance agency responsibilities for Version 1.1 of the Metadata Encoding and Transmission Standard (METS) for digital object metadata, which is an important component of digital repository management and is being widely addressed internationally. NDMSO also developed the Metadata for Images in XML schema (MIX), a companion schema to METS, which carried technical metadata for still images according to the NISO standard data dictionary for them.

The office finalized the specifications of the z39.50-International Next Generation (ZING) protocols that will transform the z39.50 information retrieval protocol, which is widely implemented, into a new Web-definition service. An NDMSO staff member led the completion and launch of the Library's new Web site redesign and especially contributed to the many newly coordinated and redesigned Library Services pages with a more user-centric interface. The office also developed an Internet Technical Training Curriculum and expanded related training opportunities to give Library staff members the needed competencies for all levels of Internet and Web development.

The NDMSO personnel created a Spanish interface for the MARC 21 Web site to serve the increasing numbers of South American users of the format. Other accomplishments were completion of agreements and format changes needed to bring the British Library

into partnership with the Library of Congress and the National Library of Canada for the MARC 21 formats, thus making possible a greater sphere for sharing data.

Technical Processing and Automation Instruction Office

The office provided training support for Library Services digital initiatives, prepared course materials, developed Web-based courses, and awarded a contract for an online course titled "Cataloger's Desktop."

TPAIO trained 4,750 staff members in fiscal 2002, a dramatic increase of 54 percent over the fiscal 2001 total of 2,176. An enlarged pool of instructors enabled TPAIO to meet the increased demand for courses. The office acquired an information technology specialist in February 2002 so instructors no longer had to provide information technology support in the classrooms. The instructors completed revising and revamping a number of courses rendered outdated by the introduction of the ILS.

Overall, Library Services staff members attended 6,174 classes in fiscal 2002. Those classes included 345 external training classes and 1,079 classes offered by the Library of Congress Internal University (LCIU), in addition to classes taught by TPAIO. TPAIO taught 359 sessions of 109 different courses, including 23 completely new courses. Of those sessions, 211 were devoted to delivering 60 program-specific courses. For the first time in several years, TPAIO's focus was not primarily on training for the ILS, although it trained a large pool of staff members when the Voyager software was upgraded to version 2001.3. In addition to spending hours in the classroom and time spent on course development, the instructors and chief spent 600 hours in customer service, providing much-needed training support to Library Services staff members and others.

During the course of the year, TPAIO completed transactions connected with registering staff members for classes, notifying them of attendance dates, and recording them in Registrar, which is the training statistical database. Throughout the year, TPAIO registered Library Services staff members for LCIU courses in the LCIU Registrar database.

Integrated Library System Office

During fiscal 2002, the ILS Office focused on two major activities: improving the performance of the integrated library system and upgrading the software to Voyager 2000.1.3. Fiscal 2002 was also a year of transition for the LC ILS as the ILS evolved from a project to a permanent part of Library Services.

The Library upgraded the Solaris operating system and replaced the file management system. ILS staff members tested and provided feedback as the environment changed and ITS made adjustments to the infrastructure to accommodate users' demand on the system. Those changes brought stability to the system and reduced the number of midday crashes.

In February, the ILS and ITS staff members upgraded the system software to the Voyager 2000.1.3 release, in the first software upgrade implemented since the LC ILS came online in August 1999. Together, ILS and ITS personnel installed new software on approximately 3,000 workstations throughout the Library.

During the upgrade (February 17–March 3), a read-only copy of the Library's online catalog was available for staff members and the public; some staff members were also able to create and update bibliographic records that were loaded into the database at the conclusion of the upgrade.

Throughout the upgrade period, the Library met its commitment to the public to provide access through the Web; to publishers, who received CIP data in a timely manner; to CDS customers, who received their daily and weekly subscriptions; and to the bibliographic utilities (OCLC and the RLG) for the exchange of bibliographic data. The upgrade was completed on schedule, and all staff members were able to commence work in the upgraded LC ILS as planned on March 4.

On July 1, the Library implemented a new service, LC Authorities, which made the Library's authority records available on the Web. The users gave overwhelmingly positive responses, and the Library made LC Authorities a permanent service at the end of the fiscal year.

The Library issued a task order that shortened the Voyager fiscal period close process from five days to four hours, thereby allowing acquisitions staff members to resume work in the system much sooner. ILS staff members worked with the Acquisitions Directorate to implement the Voyager electronic data interchange capabilities to accept electronic invoices for subscriptions.

After the signing of a new collective bargaining agreement with the Library's Professional Guild, the ILS Office assumed responsibility for testing hardware and software to prepare for the Library's implementation of telework. At the close of the fiscal year, the ILS Office was on schedule to complete testing and to begin support for teleworkers using the ILS on November 18, 2002.

ILS Office staff members worked with reference staff personnel and area specialists to plan for the phase-out of the Voyager Windows Online Public Access Catalog (OPAC) and to implement the Web OPAC in the reading rooms. ILS analysts designed substitutions for features that will not be available in the Web OPAC when Voyager version 2001.2 is implemented in the next upgrade during fiscal 2003.

The ILS Office planned for implementing a Voyager database for the National Library Service for the Blind and Physically Handicapped. After testing and evaluating led to modifications in the specifications, staff members expected the database to go online in the second quarter of fiscal 2003.

The ILS staff members worked with the Congressional Research Service (CRS) to implement the acquisitions and circulation functions in the CRS Voyager database, and they met the deadline to move CRS into production for both modules at the beginning of fiscal 2003.

Fiscal 2002 marked the integration of the LC ILS into the Operations Directorate of Library Services, with the recognition that the ILS supports users throughout the Library. To that end, representatives from each of the directorates in Library Services, as well as Copyright, CRS, ITS, Law Library, and the Office of Strategic Initiatives, formed the ILS Coordinating Committee to provide guidance and communication on policies and priorities related to the ILS.

Planning and Financial Management Team

The Planning and Financial Management Team reviewed and tracked expenditures for more than 10,000 documents. It monitored the expenditures of appropriated funds as well as more than 200 gift, trust, revolving, and reimbursable funds. It also prepared quarterly status reports of funds; coordinated the preparation of Management Decision Packages, which were used to request new personal and nonpersonal funding for submission to the Executive Committee and to prepare the Justification of Estimates for Congress; and successfully executed the service unit's budget, including the new reprogramming restrictions imposed by Congress for the fiscal 2002 budget.

The Planning and Financial Management Team implemented the new revolving fund legislation, which became effective October 1, 2001, and worked with the Financial Services Directorate to implement a new method of reporting status of funds for the new revolving funds.

PRESERVATION DIRECTORATE

During fiscal 2002, the Preservation Directorate provided a comprehensive range of services to preserve, protect, and make available the Library's extensive collections. Through the directorate's four divisions and two special programs, 1,126,598 items were preserved at a total cost of \$11,205,276. The average per-item cost was \$9.95.

The directorate's notable accomplishments included the following: providing 30,000 hours of conservation for custodial division collections, including the selection and stabilization of 220 items for American Memory; successfully completing the first year of a five-year preventive preservation initiative; deacidifying 150,000 books and installing a flat-sheet mass deacidification treater that is in the Library and will rescue

1 million books and 5 million manuscripts over a five-year period; completing the first year of a multiyear project to determine the life expectancy of compact disc (CD) media; preservation microfilming of 2,334,737 exposures (4.7 million pages) to be available to the public; and developing a Request for Proposal for preservation digitizing. Digital preservation activities within the directorate included hosting visits to the Library by national and international digital preservation experts, plus contributing to the efforts of the National Digital Information Infrastructure and Preservation Program.

The Preservation Directorate participated in the work of the Library's Emergency Management Team and the Collections Security Oversight Committee. Guidelines for responding to water-related emergencies were revised, key areas in the directorate were recommended for security upgrades, and a review of most highly valued items was coordinated with the director for acquisitions and key Library stakeholders. To enhance emergency preparedness, Preservation Directorate staff members deployed 100 collection emergency response kits and commissioned the purchase of a mobile flash freezer unit to stabilize water-damaged library materials. The directorate's Beeper Team responded to ten water-related incidents during fiscal 2002. Its quick response substantially reduced damage to collections.

To learn about the effects of biohazard remediation on library materials, the Conservation Division, in collaboration with the Environmental Protection Agency, placed library materials in various housings into a chlorine dioxide chamber, exposed the materials, and then evaluated them for damage. The results of those tests were shared with the Architect of the Capitol and with Library officials involved in biohazard remediation.

To support the Library's digital preservation efforts, the directorate developed a technical plan for a digital preservation lab and program. The plan focused specifically on developing both digital reformatting capabilities and methods for evaluating technical approaches to the preservation of born-digital information. The program involved developing a laboratory to test ways to preserve digital content. It would also serve as a training center for staff members and interns and would function as a clearinghouse for information related to digital preservation.

To understand better the life expectancy of digital media (CDs, digital video disks [DVDs], etc.), the directorate continued its study into CD aging, with a report of findings for the first phase of this work to be issued early in the next fiscal year. During fiscal 2002, the directorate entered conversations with the National Institute of Standards and Technology and with the National Archives and Records Administration about testing digital media, an effort that will continue as a formal research collaboration.

To support the off-site storage of Library collections, the directorate implemented a program to preserve, package, and label items before their relocation to storage facilities at Culpeper, Virginia, and Fort Meade, Maryland, Module 2. Directorate staff members contributed to the completion of Fort Meade Module 1 by reviewing construction plans; procuring special book storage boxes; assisting in the processing of books for the new facility; and contributing to the commissioning of Fort Meade's heating, ventilation, and air conditioning (HVAC) systems.



Senior Paper Conservator Heather Wanser applies a stretch-flattening technique to the Waldseemüller map. (Photo by Marita Clance)

In fiscal 2002, the directorate implemented the first year of a five-year special project to preserve “at-risk” collections, improve environmental storage conditions, develop specifications for storage furniture, and conduct a pilot project into strengthening paper. All funds allocated for year one were successfully obligated, and all first-year targets were met.

The directorate's Motion Picture, Broadcasting, and Recorded Sound Working Group addressed issues about preserving sound recordings, films, and videotapes. The group

designed and produced archival sleeves for sound discs and developed a draft specification for a metal film storage can. It also worked on making the sound and moving image collections ready for their move to Culpeper, including developing preservation enclosures to protect items in transit.

The directorate completed the third year of an environmental monitoring project with Image Permanence Institute to optimize collection environments by using existing equipment. Temperatures in the Rare Book and Special Collections Division were lowered slightly, an adjustment that was expected to add approximately twenty additional years of life to the materials stored in the division. Directorate staff members continued to work closely with the Architect of the Capitol to improve conditions in all storage areas, and they assisted in deploying additional environmental sensors and data loggers in key stack locations.

Conservation Division

Conservators treated more than 7,000 rare books, manuscripts, and photographs and provided preventive housing for more than 270,000 items from eleven custodial divisions. Treatments included 4,551 unbound paper items and photographs plus 2,653 volumes and sheets. Additionally, 9,465 items were housed or rehoused.

Rare items treated included the 1507 Waldseemüller Map of the World (*Cosmographia Mundi*), three volumes of the Gutenberg Bible and two volumes of the Mainz Bible (both digitized by the Octavo Corporation), thirty-seven ancient cuneiform tablets, one of the Library's oldest Armenian Gospels, the Megilat Esther scroll, items from the Joseph Pennell collection, an important medieval music manuscript on vellum sheets that was conserved and bound in wooden boards with alum tawn skin, early music books, Herblock cartoons, and watercolors of the White House and U.S. Capitol after the attack by the British.

More than 1,000 unbound and 400 bound items from ten collections in five divisions were reviewed and treated before they were digitized. Those items included the Wright Papers, the Captain Reynolds Papers, the Freedom's Fortress Web site materials, the Official State Songs, the National Anthem materials, the Civil War Sheet Music, the Edison Collection, the North American Woman's Suffrage Association Collection, and the material from the Kraus Collection, plus pamphlets, diaries, letters, and other rare items for the African American Odyssey Web site.

In the first year of an initiative to preserve "at-risk" collections by replacing acidic housings with permanent and durable enclosures, more than sixty collections from eleven divisions were selected for rehousing.

The Conservation Division continued its successful program of training interns, by hosting fifteen conservation interns from two U.S. graduate programs (Winterthur and University of Texas) and from Argentina, Armenia, Brazil, India, Italy, Japan, Russia, South Africa, and Switzerland. Four education and user awareness workshops were held for 100 staff members in the American Folklife Center and the National Digital Library. Conservation staff members presented more than twenty lectures and workshops in the United States and ten other countries.

Binding and Collections Care Division (BCCD)

In fiscal 2002, the Library Binding Section (LBS) labeled a total of 167,939 volumes, quality reviewed 218,950 volumes, and prepared 105,685 volumes for binding. The total number of volumes sent for commercial binding during the fiscal year was 225,635. Contractors processed 35,019 monographs and 47,871 serials. The Cataloging Directorate continued to collaborate on the labeling of items. BCCD also conducted training sessions about call number labeling for Serial Record Division and Asian Division staff members.

The Collections Care Section repaired 2,525 volumes and boxed 7,126. The section upgraded its database to create reports that listed the number of volumes repaired by division, by staff member, by Association of Research Libraries treatment level, and by number of boxes made for each divisional customer. The section trained four interns during the year.

Research and Testing Division

In the division laboratory, research on developing a new accelerated aging test yielded a new understanding about the reaction mechanism by which paper ages.

Developed by the Research and Testing Division, a recipe for a new cleaning solution for sound recordings, was made available on the Preservation Directorate's Web site. This one-step cleaning solution offered the public and the audio preservation community an effective and convenient solution to cleaning recordings of various types.

Division staff members participated in developing two preservation standards: (1) for paper, a new, accelerated aging test developed jointly with the Canadian Conservation Institute and based entirely on findings from Library laboratories, a test that has now been accepted by the American Society for Testing and Materials (ASTM) as a new standard (ASTM D6812-02); and (2) with the Association for Image and Information Management's Standards Board, a PDF (portable document format) standard, "PDF-A," for archival or permanent documents. A division staff member chaired the ASTM Subcommittee D14.50 for Hot Melts, Pressure-Sensitive and Archival Adhesives,

which worked to develop international standards for label and pressure-sensitive adhesive materials for libraries and archives. Staff members continued to develop specifications for permanent and durable materials to house Library collections. Work this year included specifications for pressure-sensitive adhesive products intended as theft detection strips for books and videocassettes.

Preservation Reformatting Division

The preservation microfilming program produced 2,334,737 exposures (4.7 million pages) on preservation-quality microforms for service to the public. Materials reformatting included numerous American, Middle Eastern, European, and Asian-language newspapers; copyright playscripts; and Law Library periodicals. Preservation Reformatting Division (PRD) staff members worked with the Photoduplication Service to develop a workflow for Photoduplication Service on-demand customer requests for microfilm that would ensure a timely turnaround for public customers while simultaneously providing preservation service copies of the film for the Library's collections. PRD also worked with the Photoduplication Service to process brittle materials for filming, thereby collating more than 666,000 pages of foreign language newspapers, including 400,000 in the Arabic language. The Paper Facsimile Copy Program replaced ninety-seven embrittled reference volumes from the Library's reading rooms with preservation-quality, acid-free paper facsimile volumes bound to the Library's standards.

The digital preservation reformatting program instituted digitization of books requested for interlibrary loan and completed digitization of a set of Memorial Volumes for the Humanities and Social Sciences Division, thus adding 5,300 images to the Library's digital collections.

PRD and ITS collaborated while evaluating the International Standards Organization (ISO) standard archival image format JPEG 2000. Preliminary results indicated that significant improvements in image quality, storage efficiencies, and ease of delivery are achievable with the use of JPEG 2000. Another collaborative activity involved PRD technical staff members working with several other Library offices and with imaging scientists at Eastman Kodak by using ISO standard scanner performance tests to characterize the accuracy of scanning equipment at various settings.

Mass Deacidification

Since the 1970s, the Library has provided international leadership in solving the worldwide problem of deteriorating acidic paper. With a successful mass deacidification program in place since 1996, the Library has extended the useful life of more than 550,000

books through a new preservation technology that neutralizes the acid in paper. In fiscal 2002, the Library expanded treatment to 150,000 books, achieving the second-year goal of a five-year contract that would enable the Library to deacidify 1 million books. Initiating another important objective of its Thirty-Year (One-Generation) Mass Deacidification Plan, the Library negotiated with the deacidification contractor to build a new single-sheet treatment cylinder at the contractor's expense. This equipment, installed at the Library late in fiscal 2002, will permit on-site deacidification of 1 million pages of nonbook, paper-based materials annually, including nonbook collections materials that are too valuable to be transported to the vendor plant near Pittsburgh, where the Library's books continue to be deacidified.

U.S. Newspaper Program

The National Endowment for the Humanities announced USNP grant awards totaling \$1.7 million in fiscal 2002 to fund projects in four states: Illinois, Michigan, New York, and Tennessee. The USNP documents and preserves historic newspapers throughout the United States. State projects were completed in Connecticut, the District of Columbia, and Oregon. Active projects continue in Arizona, California, Illinois, Michigan, New York, Tennessee, and Virginia. To date, the National Endowment for the Humanities has provided \$48.2 million in support of USNP projects. Nonfederal contributions total about \$19.3 million. Completed and current projects will produce records of 163,600 newspaper titles and will microfilm 63.3 million pages of newsprint by the conclusion of all projects.

PUBLIC SERVICE COLLECTIONS DIRECTORATE

The Public Service Collections Directorate made progress in reducing the special format arrearage, added outstanding materials to the Library's collections, prepared for the opening of new off-site storage facilities at Fort Meade and Culpeper, significantly improved the security of the collections, and integrated digital activities into core mission processes in fiscal 2002.

Arrearage Reduction

The Veterans History Project received 3,210 collections, and 1,934 were processed and transferred into a multiple access-point database. In the Geography and Map Division, a total of 17,575 maps were controlled by 5,815 bibliographic records; a total of 777 atlases were controlled by 623 records. Additionally, the division completed processing 90 percent of the 350,000-item transfer from the National Imagery and Mapping Agency during fiscal

2000. The Manuscript Division Preparation Section processed 879,539 items, a decrease of 5.2 percent from the 927,806 items cleared in fiscal 2001, which was attributable to staff transfers and a concentration on smaller, more complex collections and additions. It also processed 116 new collections, including the papers of Daniel Patrick Moynihan, Sigmund Freud, Lucy Kroll, and Giles Rich.

The total sound recording arrearage in the Motion Picture, Broadcasting, and Recorded Sound (MBRS) Division was reduced to approximately 900,000, the lowest level since the arrearage project began in 1989. For moving image materials, 145,628 items were cleared on inventory records, and nearly 5,000 arrearage items were processed through efforts of two staff members detailed from the Conservation Division in the fourth quarter.

The Recorded Sound Processing Unit developed a workflow system with the MBRS Recording Laboratory in which all recordings that were to be preserved would receive initial bibliographic control in the ILS before preservation as well as complete records after preservation. No systematic program for control of preservation work existed until this project was developed. The system was further developed to include creation of METS records for the collections digitally preserved.

In the Music Division, 335,478 items were cleared from the arrearage, including 102,567 from the Irving Berlin Collection and 169,805 from the Theodore Presser Music Company Archives. Significant progress was made with the Martha Graham Collection during the summer and early fall after the ban on processing the collection, which had been imposed by litigation, was lifted; 3,159 items were processed.

The Prints and Photographs Division cleared 412,091 items, compared to 276,882 in fiscal 2001. Images newly accessible to researchers included 245,165 unpublished color slides and transparencies covering the years 1959–1969 in the *Look* magazine archives, plus 118,043 photographs and drawings in the Historic American Building Survey/Historic American Engineering Record.

Acquisitions

The American Folklife Center acquired 3,200 individual Veterans History Project multiformat collections. The center also acquired the Aaron Ziegelman Foundation Collection, consisting of photographs, photographic negatives, letters, manuscripts, maps, videotapes, and ephemera that document a variety of cultural traditions and aspects of

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everyday life in the Jewish *shtetl* of Luboml, Poland, before that community's obliteration during World War II.

The Geography and Map Division acquired and reviewed 46,131 cartographic items. The division's primary focus for acquisition was directed toward successful completion of the purchase of the 1507 world map by Martin Waldseemüller. During fiscal 2002, more than \$7 million was raised to purchase the map and its exhibition. Work continued to complete the purchase by June 2003.

Among foreign acquisitions, special attention was directed to acquiring cartographic materials of Somalia and the Middle East, with a particular focus on Afghanistan, Iran, Iraq, and Pakistan. The division worked with the Library's Overseas Operations Office to acquire national mapping resources of Brazil, Egypt, Indonesia, and Turkey. The division continued an active cooperative acquisition program with the State Department's Foreign Map Procurement Program, which brought 6,002 maps, 118 atlases, 55 computer files, and 9 publications to the Library this fiscal year.

From ProQuest Information and Learning, the Library acquired access to the Web site titled Digital Sanborn Maps, 1867–1970, which provides digital access to 700,000 large-scale maps documenting structures in more than 12,000 American towns and cities. This electronic database was created from a microfilm copy of the Sanborn fire insurance map collection in the Library of Congress.

The MBRS Division acquired the Prelinger Collection of 48,000 educational, industrial, and advertising films and independent productions from the 1930s to 1960s and the Daniel P. Moynihan video collection of 900 videocassettes that were part of Senator Moynihan's papers. The Music Division received several distinguished new collections: Adolph Bolm Collection (400 items), Katherine Dunham Collection (1,000 items), Andre Previn Collection (6,000 items, on deposit), Romberg Orchestra Library (33,000 items), and the Leonard P. Smith Collection (115,000 items).

The Prints and Photographs Division added 196,478 items to the collection in fiscal 2002—a huge annual increase over the 38,916 received in fiscal 2001. Items of special note include a rare architectural rendering in watercolor for a Louisiana resort hotel dated 1838 by M. Vergnes; a unique, half-plate daguerreotype of Cherokee Nation chief John Ross; two sketches for imaginary garden pavilions by the master Viennese designer Josef Hoffman; the Lester Glassner Collection of 100 movie posters from the years 1920 to 1980, including those for such cinematic masterpieces as *Gone With the Wind*, *Meet Me in St. Louis*, *Snow White*, *Mildred Pierce*, and *All About Eve*; the Charles M. Goodman Papers consisting of some 20,000 architectural drawings and prints created in 1935–1987 by a leading modernist architect of residential buildings; and the Paul Rudolph Archive, consisting of some 90,000 architectural drawings and photographs.

Throughout the year, Prints and Photographs concentrated on rapidly acquiring a wide variety of pictorial materials related to the 9/11 terrorist attacks. Among the highlights of the division's unmatched 9/11 archives are 126 photographs of ground zero, taken by nineteen New York City news photographers; 2,549 original works of art inspired by the terrorist attacks in the Exit Art Reactions collection; 5 eyewitness color photographs of the attack on the Pentagon; 10 poster-style photo essays in the series "Courageous Americans" featuring photographic portraits of rescue and emergency personnel, a work commissioned by Burger King Corporation from the photographer Richard Avedon; 335 original drawings by leading cartoon and comic book artists created for groundbreaking publications *September 11: The World's Finest Comic Book Writers and Artists Tell Stories to Remember* (2 vols.), *9/11 Emergency Relief*, and *World War III*; and 58 documentary photographs of the destruction at the Pentagon and of the Shanksville, Pennsylvania, crash site taken by news agency photographers. The archives include a broad spectrum of fine prints, art photographs, drawings, and commemorative posters and graphic designs, including an unusual series of Urdu and Arabic posters featuring Osama bin Laden and Koranic injunctions on jihad.

The Library of Congress approved the Serial and Government Publications Division's recommendation to provide on-site users with access to Accessible Archives titles and its recommendation to ensure the availability of full-text nineteenth-century African American newspapers.

Off-Site Facilities

Preparation activities continued throughout the year for the opening of the Fort Meade, Maryland, facility, which was scheduled for November 2002. The Geography and Map Division participated in discussions involving the use of the Fort Meade Module 2 Storage Facility by calculating and planning to relocate 100 map cases (five-drawer units in Module 2).

Planning for the National Audio-Visual Conservation Center (NAVCC) in Culpeper, Virginia, broadened to include not only continuing design consultation for the architectural and engineering team but also program, business, and preservation production planning for the overall Culpeper operations. A *Program and Vision Statement* for the NAVCC was prepared in March. During the summer, an investment and program cost model and detailed cost requirements for the entire facility across a five-year period were drafted. In other work, the MBRS Temporary Audio-Visual Storage Center, Elkwood, Virginia (a 36,000-square-foot storage facility), was acquired by the Packard Humanities Institute for temporary storage of film and video materials previously stored in the Culpeper facility, until completion of the NAVCC.

Collections Security

The Collections Access, Loan, and Management Division, Collections Maintenance Section, installed book theft detection targets in 328,362 volumes in the general collections and incoming materials in the Copyright Office. Since 1992, targets have been installed in 7,800,991 collection items, or 65 percent of the general collections.

During the fiscal year, 37,828 readers were registered in the Library's Reader Registration station. Two Security Awareness Web sites were launched, one for the public and the other for staff. By the end of the fiscal year, the public site attracted an average of more than 8,500 hits per month. The staff Web site recorded a total of 1,500 hits since its launch.

A total of 109,675 items scheduled for transfer to Fort Meade were linked in the ILS Circulation module.

The Geography and Map Division awarded a contract to History Associates Inc. to rehouse 75,000 pre-1900 maps and completed the second year of the Texas map preservation project, which had been made possible through three generous grants from George Tobolowsky.

Two new security vaults were planned for the Geography and Map Division and Music Division. The Architect of the Capitol gave approval to construct the Secure Storage Area on the microfilm deck to house all eighteenth-century newspaper and comic book "Gold" collections in the custody of the Serial and Government Publications Division. The outdated Suitland film vaults were closed, and all holdings were transferred to the environmentally stable and physically secure nitrate preservation facility at Wright-Patterson Air Force Base in Dayton, Ohio.

On January 1, contract security guards were hired to monitor the security cameras and antitheft detection gates of the Science and Business Reading Room and in the Computer Catalog Center on the fifth floor of the John Adams Building. In July, a contract security guard station opened inside the Newspaper and Current Periodical Reading Room, in addition to the cameras, antitheft detection gates, and theft tags that were in place.

Reference, Research, and Outreach

The Digital Reference Team hosted 392 programs for 7,173 visitors in the Learning Center. The team designed several new workshops offered to educators and students either in the sixteen-seat computer classroom or off-site by videoconference. Because of decreased travel to the Washington, D.C., area and the lingering effects of the 9/11 attacks, in-person attendance decreased; however, the number of videoconferences increased significantly. A total of 559 educators attended thirty-eight in-house workshops, and

2,038 educators participated in eighty-two videoconference sessions. The Digital Reference Team handled, by electronic mail, more than double the number of requests over the previous year—7,300 requests for information about American Memory and the Learning Page.

The Humanities and Social Sciences Division received more than 1,700 electronic reference questions a month by the end of the year.

The Audio-Visual Digital Prototyping Project refined a digital object metadata system that captured METS digital-object metadata in Oracle and Java applications hosted on the Library's servers. Java tools produced the XML output from the database. More than 500 METS digital objects were added to the database.

New initiatives for the National Preservation Boards and Foundations this year included the National Film Registry Web site. The National Recording Preservation Board convened for the first time in March 2002. The MBRs Division laid the groundwork for an Internet-based Moving Image Gateway, a collaborative project of the Association of Moving Image Archivists and the Library of Congress. A \$900,000 National Science Foundation grant, which was announced in September, would fund the two-year development of the Web portal (now known as MIC [Moving Image Collections]), which would eventually be hosted by the Library of Congress.

The full integration of digital library activities into other processing and cataloging work resulted in many additions to the Prints and Photographs Online Catalog (PPOC). In fiscal 2002, 120,926 new digital images were added to PPOC for a total of 958,307 images accessible worldwide on the Internet. A systematic effort was also made to convert hard-copy statements in the division's Restrictions Notebook into online notices in the Rights and Restrictions Information page on the home page of the Prints and Photographs Reading Room.

The Humanities and Social Sciences Division implemented a reorganization that became effective in September 2002. Three major changes occurred: (1) The Main Reading Room (MRR) Section was divided into two sections, with the head of the Main Reading Room (MRR I) responsible for Collection Development, and with the coordinator of public services for the Main Reading Room (MRR II) responsible for the Reference Referral Service (RRS); both will be responsible for MRR staff and functions. (2) The Microform Reading Room Section was renamed the Microform and Machine Readable Collections (MMRC) Reading Room, and acquired custodial and service responsibility for the machine-readable collections and the microform collections. (3) The Electronic Resources Services Section was eliminated, and the automation function of the division was transferred to the new MMRC and the RRS was transferred to MRR II.